

Razan Zain ElAbden Mohamed

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DOB: 20/08/1996

Visa state: resident

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Profile:

I am an experienced public and environmental health professional with strong leadership and relation building skills.

With experience more than one year in the ministry of health for Sudan - Khartoum state, in health promotion and epidemiology department.

Experience

- **Call center agent reach group**
MOCD/JULY-PRESENT

Duties and Responsibilities

- Manage large amounts of inbound and outbound calls in a timely manner.
- Identify customer's needs, clarify information, research every issue, and provide solutions and/or alternatives.

Call center supervisor at Rotana Hotel Management Istijabah (Seha) project.
April 2020 – December 2021

- Managing high volume of calls in timely and professional manners.
- In the share portal, take requests and - complaints from costumer and submit them through the system.
- Follow up agent's duty time schedule.
- Ensure the proper operations of the CISCO system and accurate data entry.
- Train new agents, monitor and exam agent's call's efficiency.
- Submit weekly report to the call center manager.

Health Officer

Ministry of health - Sudan,
Khartoum

09/2018 - 12/2019

- Managed team of employees, overseeing the hiring, training and professional growth of employees.
- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
- Sending messages for health education about five services (mouth and teeth's health, mother and child health, public health, pregnancy and birth, diabetes and blood pressure).
- Make designs like posters and bulletins to change bad health behavior of people.
- Make immunization campaigns for children and follow up the routines.

Workshop coordinator:

**UNICEF –Sudan,
Khartoum**

09/2019 – 10/2019

C4D communication for development to control and prevent disaster of autumn season by early warning system, health education and supplied peoples in dangerous areas by safety tools and information about floods.

Health inspector:

Omdurman locality – Sudan, Khartoum

05/2017 – 08/2017

- Generated annual savings by implementing new processes and reducing waste resources.
- Inspection sources of water treatment and sterilization.
- Make control to elimination vector diseases by chemical (pesticides) and biological (prevent breeding).
- Surveillance and inspection places of food production and the fitness of workers (free from diseases).
- Follow up the level of cleaning and disinfection in hospitals and health centers to avoid hospital acquired infection.

Education:

Bachelor of public and environmental health (preventive medicine) – honor degree 2018

Bahri University – Sudan, Khartoum

- Course work in communication and health education.
- Course work in professional first aid.
- Course work in occupational health.
- Proficient in environmental health.
- Course work in epidemiology.

General & Transferable Skills:

- Ability to work under pressure
- Ability to focus on accuracy & attention to detail
- Surveillance proficiency
- Proficient communicator
- Social media proficiency
- Computer user proficient
- Health Educator & inspector

References:

- Istijabah Call Center By Rotana
Khadija Eddaif – Call Center Manager Tel: +971529636849