



Samwal Alzain

Call Center Representatives

CONTACT

✉ samwalalzain8@gmail.com

☎ 0588058223

📍 UAE, Dubai

Nationality : Sudanese

Birthday: 25/5/1996

PERSONAL SKILLS

- Bilingual(EnglishArabic) speaker.
- Strong written and verbal communication skills.
- Fast learner and detail oriented.
- Ability to work under pressure.
- Problem solving skills.

PERSONAL PROFILE

Professional,bilingual(English-Arabic) customer service representative with high proficiency in English and +2years of experience in different customer service positions.

WORK EXPERIENCE

Dubai Electricity and Water Authority (DEWA)

15/3/2022 - present

Call Center Representative

Managing inbound and outbound customers calls in a timely manner while resolving their issues, listening to their concerns and positively interacting and escalating them to the back office. Replying to customers emails and providing helpful feedback regarding their problems and inquiries.

Zain Sudan Telecommunications

2020-2021

Contact Center Representative

Answering incoming calls and responding to customers emails. Resolving customer's complaints and escalating issues to the back office, responding to the needs of customers and providing satisfying service

Bright Moon Trading L.L.C

2019-2020

Customer Service Representative

Handling inbound and outbound calls and listening to customers issues and providing them the best solutions for their issues and complaints.

EDUCATION

- Omdurman Islamic University :
Bachelor's degree in English - Faculty of Education
- Khartoum University :
ICDL (International Computer Driving licence) training certification.