



Islam Khalid Abdelbagie

Sharjah - UAE

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Objective

Sharing the knowledge and experience and To make use of my interpersonal skills to achieve goals of company that focuses on

Experience

- High class travel agency sudan** 12/2019 - 9/2022
Reservation and ticketing
Made bookings and rebooking by Amadeus systems, Issuing tickets, Upgrade in business cabin, Sell seats
Provides all aircraft services and offers like insurance and tickets penalty Scheduling flights based on customer needs and available flights, including checking weather conditions and making changes as needed
Communicating with customers to answer questions about tickets, pricing, or flight schedules
Collecting payment from customers for airline tickets, including cash, credit card transactions, checks, or money orders
Entering customer information into a computer system to issue tickets or update records
processing electronic ticketing requests for customers or agents over the phone
Explaining airport rules and procedures to passengers prior to boarding flights
Processing refunds for lost or damaged tickets or reservation errors
Explaining applicable fees and taxes for each ticket
- Zain Mobile telecommunications company** 9/2018 - 9/2019
Contact Center agent
Handling and answering calls and respond to emails
Describe products and services provided by the company
Manage and Resolve customers complaints
handle customer inquiries both over the phone and by email
research required information using available resources
provide customers with product and service information
enter new customer information into system
update existing customer information
process orders, forms and applications
identify and escalate priority issues
route calls to appropriate resource
follow up customer calls where necessary
- Alnileen bank sudan** 7/2017 - 7/2018
It supports (information technology department)
Assembling and maintaining computers
Download operating systems (windows xp, windows 8, windows 7)
Network construction and maintenance
Designing web pages and following up on updating them
applications installation
Software maintenance, hardware maintenance

Education

- University of seaince and technology** 2012 - 2016
Bachelor degree in information technology

Skills

- Ability to work effectively as part of team

- Ability to work to under pressure
- flexibility and organized personality
- High skills in Microsoft office programs
- Communication skills

Languages

- Arabic language (native)
- English language (fluent)

Personal Details

- Marital Status : Single
- Nationality : Sudanese
- Address : Sharjah - UAE
- Gander : Female
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