



ELTAYEB KARAMA SANOSI

C U S T O M E R S E R V I C E R E P R E S E N T A T I V E



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Al Riffa, Dubai, UAE

SKILLS

- Critical thinking and problem solving
- Teamwork and collaboration
- Professionalism and strong work ethic
- Oral and written communications skills
- Leadership
- Problem Solving

EDUCATION

UNIVERSITY OF SUDAN
Bachelor Business Administration
JUNE 2013

UNIVERSITY OF KHARTOUM
Master Public Relations and Corporate
Communication
MAY 2015

COURSES

Diploma in Human Resource Management
Diploma in ICDL
Diploma in Project Management
Diploma in Computer Skills
Diploma in Spanish Language

PERSONAL INFORMATION

Birth Date : 13/4/1990
Marital Status : Married
Nationality : Sudanese

LANGUAGE SPOKEN

Arabic
English
Spanish

OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

DUBAI DUNES AND HOT AIR BALLOON – DUBAI
CUSTOMER SERVICE REPRESENTATIVE- RECEPTIONIST
2020-2022

- Received and routed business correspondence to correct department staff member.
- Collected and distributed incoming mail, employing strict confident ability.
- Great with clients and visitors with positive helpful attitude.
- Assisting clients in finding their way around the office.
- Helping maintain workplace security by issuing, checking, and collecting badges when necessary and maintaining visitor logs.
- Assisting with a variety of administrative tasks including copying, faxing, taking notes, and making travel plans.
- Preparing meeting and training rooms.
- Assisting colleagues with administrative tasks.
- Performing ad-hoc administrative duties.
- Answering, forwarding, and screening phone calls.

AJWA PHONE – DUBAI
ADMINISTRATIVE SUPERVISOR
2017-2020

- Oversee daily duties of employees to ensure that quality standards are being met and proper procedures are being followed.
- Give guidance to employees in handling errors, problems, complaints /or disputes performance analyses of employees.
- Coordinate work schedules and duty assignments.
- Employee recruitment, including interviews and hiring.
- Perform orientations and/or schedule training as needed for employees.
- Interpret and explain work procedures and policies to staff.
- Perform employee evaluations and make recommendations on personnel actions.

TRAINING ROLE

- Explain to new trainees the industry background, the company background and giving introduction on the manufacturing process.
- Present and explain the role of each member in the supply chain projects

EXPERIENCE

BANK OF KHARTOUM CUSTOMER SERVICE REPRESENTATIVE 2015-2017

- Attending customer interactions and efficiently gather related information to fulfill customer needs.
- Professionally handle customer's interactions and ensure that issues are resolved both promptly and thoroughly.
- Provide high class services and support on Bank's different products.
- Maintain a high level of knowledge about the banks products and services to ensure customers are provided with full accurate information.
- Adhere to all bank policies and procedures corporate security policies, regulatory guidelines, industry service standards and codes of conduct.
- Attend various training and learning programs to close the skill gaps and ensure proper awareness about products and services, policies and procedures.
- Cross sell and up sell different bank products.
- Maintain effective relationship with superiors and colleagues to ensure teamwork and professional work environment.
- Adhere to call center scheduling and maintain high level of adherence.
- All the above accountabilities include but not limited to any additional/new tasks or responsibilities assigned by the line manager.

ROYAL CARE INTERNATIONAL HOSPITAL, KHARTOUM, SUDAN CALL CENTER REPRESENTATIVE 2013-2015

- Provide patients with a brief history of physician accreditation and areas of specialization.
- Facilitate patients to find the most appropriate physician for their health-related questions and/or complaints. Informing new clients of arriving earlier than the appointment date and bringing the required documents and health insurance, if any.
- Handling all kinds of inbound calls
- Interact directly with customers to listen to their concerns, resolve problems and recommend products and services according to the needs of everyone.
- Handles incoming calls or inquiries from prospective customers or clients.
- Assists customers effectively by solving customer disputes; provides customers additional information or explains services.
- Discusses products offered and ensures customer satisfaction.
- Tactfully handles confrontational or stressful interactions with the public.
- Completes supporting paperwork and data entry as required.
- Accurately captures customer information.
Creates and maintains service reports.