

AHMED MOHAMED

CUSTOMERS SERVICE REPRESENTATIVE

CONTACT

✉ Ahmed20n23@gmail.com

📞 0506653734

📍 UAE . Dubai

Skills:

- Excellent verbal and written communication skills.
- Strong problem-solving and decision-making abilities.
- Ability to handle high call volumes and maintain a positive attitude.
- Proficient in using CRM software and other call center tools.
- Ability to multitask and prioritize tasks effectively.
- Excellent listening skills and ability to empathize with customers.
- Ability to work well in a team environment. Building relationships with clients through both inbound calls, outbound calls,

Education:

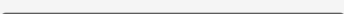
Bachelor of Accounting, 2015-2018
University of Bahri

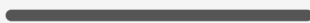
Perfect English center 01/2019-09/2019
Certificate in English communication skills

High School Diploma 2014 - 2015

Applications computer knowledge

LANGUAGES :

Arabic 

English 

ABOUT ME :

This is Ahmed Mohamed..Sudanese nationality
[Valid Visa + UAE driving license]

Customer Service representative has Excellent communications skills, fluent (Arabic - English), Excellence of using computers and printers, The responsibility is to provide exceptional customer support and assistance to ensure a positive experience for customers.

WORK EXPERIENCE :

Sales Agent (Trading company) 01/2024
Friends Marketing Management, Dubai 03/2025

Dubai, Business Pay: Experienced professional with a proven track record

- in sales trading within the financial services industry. Skilled in building
- and maintaining client relationships, executing trades, and maximizing profitability. Professional in market analysis, risk management, and leveraging financial instruments to meet client objectives. Strong communication and negotiation skills combined with a deep understanding of market trends and trading strategies. Committed to delivering exceptional service and driving revenue growth for the company.

Customers service representative: 2021 - 2023
Malomatia Qatar-Interface Company

- Assisted customers with varying questions using product knowledge and service expertise. Answered customer phone calls promptly and improved on-hold wait times. Handled customer complaints, providing appropriate solutions to guarantee positive outcomes. Boosted monthly sales revenue by skillfully promoting diverse product and service options. Processed high-value payments with meticulous accuracy. Handled phone, email and social media inquiries with consistent customer service across multiple channels. Resolve customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
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Receptionist : 2019 - 2021
European Union delegation in sudan

I worked as receptionist in the European Union for two years I got a good experience in managing front desk operations, handling administrative tasks, and interacting with a diverse range of people. My role is involving welcoming visitors, answering phones, scheduling appointments, and providing general administrative support. Working in the European Union suggests exposure to a multicultural and dynamic work environment, involving communication with I have developed strong organizational and interpersonal skills, adapting to the international nature of the workplace. Overall, the experience contributed to developing a professional background with a focus on customer service and administrative efficiency. Managed bookings using Booker software to schedule, cancel and re-arrange [Timeframe] appointments.