

# **ZANON OBEID ALMUBARAK ALHAJ**

UAE, [Dubai/zagoonobeid75@gmail.com](mailto:zagoonobeid75@gmail.com)/[+971507106877](tel:+971507106877)

## ***Summary***

Committed customer service expert with experience serving a variety of customers. Detail-oriented professional who works well under pressure. Proven ability to achieve customer satisfaction in busy environments. Ability to adapt to customers' needs and match them with the right solutions. Consistent positive interactions with customers, and knowledge of time management.

## ***Experience***

### ***Laundry hob L.L.C, UAE, Dubai, June2024 – july2025***

Customer Service Representative – front desk

- Answered and followed up with customer new inquiries received over the phone and mobile app.
- Resolved customer complaints and order daily on the same day with efficient manner.
- Updated complaints on the tracker and following up with resolution with operation lead.
- Applied proficiency in MS office (Word - Excel) for Reporting, scheduling and correspondence.
- Completed task on action tracker and converting leads from marketing with a conversion rate 40%.

### ***Zain Sudan -Khartoum, April 2022- June 2023***

Call Center Agent

- Answered and manage high volume of customer calls in a professional manner.
- Provided accurate information about products and services to customers.
- Handled customer inquiries, resolved issues, and escalated complaints when necessary.
- Updated and maintained customer information in company database.

### ***Tirhal Technology, Sudan Feb 2021 – Mar 2022***

## Customer service Agent

- Assisted with booking, schedule and followed up for accurate and good delivery of the service.
- Delivered prompt and clear information on service availability and pricing.
- Collected feedback and communicated suggestions to management.
- Reduced call handling time through process improvement and active listening.

## ***Skills***

- Problem-solving
- Customer satisfaction
- Critical thinking
- Interpersonal and communication skills
- Handling customers
- Troubleshooting
- Conflict resolution
- Time management and multitasking

## ***Education***

Al-Neelan University -Khartoum, Sudan 2016 – 2020.

## ***Languages***

Arabic – native.

English – advance.