



OMNEIA AWAD ABDELRAHMAN

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21th of July 1991

Objective

To bring my strong sense of dedication, motivation, and responsibility to my company on future, and to utilize my skill qualifications obtained through Sudan University of Science and Technology.

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking a new, challenging role in a charity which will utilise existing skills.

Experience

- **Tayba center for mother's and children's health care** march 2022 - present
Data Entering
 - Determine the patient's needs .
 - Make an appointment to see the doctor .
 - patient guidance .
- **African company for leather production and Technology** Jan 2015 - Nov 2017
Piece Workers Manager
 - Determining and scheduling production steps before the date of receipt
 - Determining the tasks of workers on demand.
 - Determining the completion time of each production process.
 - Ensure product quality before delivered.
- **Zain Telecommunication Company, Sudan** Nov 2019 - Nov 2020
contact center Agent
 - A proven record of accomplishment in resolving complex customer issues.
 - Achieved number one advisor in eight out of 12 months, and in top four every month .
 - Delivers an excellent customer experience, helping customers choose the right service for their requirements.
 - Took inbound calls, dealt with questions efficiently and effectively and input data into ICT systems.
- **Change pioneer organization** 2018 - 2019
Financial manager
 - Determine the fundraising mechanism .
 - scheduling needs.
 - Preparing periodic reports to the treasury.
 - Arrange tasks according to their importance.
 - Budget Deficit Assessment.

Education

- **Sudan University of Science and Technology** 2015
Bachelor of engineering and leather technology
Grade 2

Skills

- Software: Microsoft Office (PowerPoint, Word, Excel), learns new software quickly .
- Mobile maintenance .
- Customer service .
- Workers leadership.
- Team work .

- Effective time management .

Interests

- Reading
- Health care work
- Electronic devices resetting

Language

- Arabic _ mother tongue
- English _ good