

Omar Siddig Abed Al naseh Al Haj

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Objective:

To work for a growing company that will provide me with the possibility of
Growing within it and
Will allow the development of my ability and skills in favor of the company's
.mission and Environment

Experience :

Contact Care Agent Trainee (from 1/ 10/ 2016 To 30/ 9/ 2017)

(As Contact Center Agent Trainee in Zain Sudan, I was required to provide
Customers with prompt, professional and accurate information and service in a
Single call with the objective of always delivering a consistent world class
Customer experience.

My main key tasks & duties was:

- Agree and strive to consistently deliver to individual and team performance objectives.
- Monitor own progress against personal development plan.
- Quickly and efficiently able to input, update, delete, add, amend customer data into Zain's customer database
- Operate Technology applications such as Internet, Intranet, email and windows applications with + or – 5% key stroke errors.

- Handle incoming customer calls using a variety of Contact Centre technologies and telephony platforms
- Deliver to sales targets through up-selling and cross-selling
- Handle customer queries, complaints and concerns in a professional manner.
- Escalate customer calls to Contact Centre Supervisor/Manager in line with business rules.
- Manage recognition and rewards programmes linked to customer satisfaction measures.
- Maintain Contact Centre standards for customer service levels.
- Ensure compliance with all applicable policies & regular requirements on Information security

Call Center Officer from (7/ 10/ 2017 To 23/ 6/ 2018)

(As Contact Center Officer in Baraha Medical City I was required to handle incoming calls inside and outside customer or staff member using a variety of Contact Centre technologies and telephony platforms.

My main task is to transfer calls to doctors, nurses, receptionist, or anyone wanted to contact with

An employee inside the Hospital.

I also deal with patients' demands and complaints and report them to the Direct Manager.

My Duties and responsibilities

- Make reservations for patients in coordination with the receptionist.

Receive all inquiries and complaints received from customers and quickly respond to them and transfer them to the competent authority for more information

- Implementation of customer service policies and instructions approved by the Department

- Writing a daily report to show what has been done

- Maintaining the secrets of official and personal calls to employees.

- Assistance in maintenance of the division and repair of equipment and telephone network failures.

- To carry out any other work assigned to me by the Head of Department.

Contact Care Agent from 7/6/2018 until now:

(As Contact Center Agent Tirhal, I was required to answer incoming phone calls, schedule taxi cab trips and enter trip orders into the dispatch computer.

My Duties:

- Answer customer phone calls
- Place phone orders accurately into computer and by phone
- Monitor orders and relay information, pleasantly, to drivers and customers
- Communicate clearly with a pleasant, helpful tone
- Handle complaints with ease and see tasks through to completion
- Handle customer calls and complaints in the best interest of the customer and the company
- Enter and process basic billing information utilizing basic math skills

Education:

Literature Department of English Language

Start date: 25 August 2011

Al I mam Al Hadi College

Omdurman Nabawi Wad

End date: 9 August 2015

The Soft Skills

- Highly developed communication and reporting skills (verbal and written) in both Arabic & English.
- Highly developed skills in use of relevant IT packages including MS Project s, Excel. Word, Power Point etc.
- Self-confident and team player.
- Adapts well to change and work under pressure with different shifts and work Environments.
- Conflict handling and resolution skills.
- Ability to work on shift basis.