**Eman Ahmed**

Address: Alwarq 1, Dubai, UAE Mobile: **+**971506039062

Email: iemanabdo@gmail.com

**Personal Details**

* Date of Birth: 01/01/1991
* Gender: female.
* Visa status: dependent visa.

**Education Background**

***2009-2013* Sharg Elniel College,** Khartoum, Sudan.

Degree of Bachelor (**Honours**) in Information Technology.

**Professional Experience**

**June 2020- Now** CR & Admin **Gulf fruits company** UAE, Dubai.

* Problem solving.
* Maintain financial accounts by processing customer adjustments .
* Preparing and organizing periodic reports based on sensitivity, clients , issues , products , value& feedback.
* Communicating & coordinating the operations department with their corrective actions for the complaints to ensure the problems are resolved

**August 2017-Julay 2020** Front office, **Golden way business center,** UAE, Dubai.

* Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
* Promoted offices rent.

A picture containing person, clothing, indoor, person

Description automatically generated**March 2016 – June 2017** Call center agent, **Metlife american insurance company** contact center all the gulf (UAE, Qatar, Oman, Kuwait, Bahrain) ,UAE ,Dubai

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| • Handling daily inbound outbound calls from customers in a high-volume call center |
| regarding service problems, product order progress and other concerns.  • Recognized as a top call center agent with above average satisfaction rates on monthly customer service surveys. |

**October 2014 – December 2015** Call center agent**, Alfutaim (MAF)retail group- Carrefour** contact center all the gulf (UAE, Qatar, Oman, Kuwait, Bahrain) ,UAE ,Dubai

* Handle 90+ calls daily.
* Trained 4 new employees in how to handle calls and use the system.
* Social media team.
* Handle complaints from consumers protection.

***August 2013- August 2014:*** customer service & software data entry***, Danway Company***, Khartoum, Sudan

* Software data entry
* Face to face customer services. **Other Relevant Information**

**Languages:** Arabic (Mother tongue), English.

**Skills:** Photoshop, Ms Office Tools, quality focus , communication skills