

HALA ALAWI HAMMAD ELTOUM

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PERSONAL DETAILS

- Date of Birth : 26/10/1986
- Marital Status : Single
- Nationality : Sudanese

OBJECTIVE

I seek challenging opportunities in dynamic organizations where I can fully use my skills for the success of the organization and improve my career professional atmosphere

EDUCATION

2010	Sudan University of science and technology Civil engineer (Construction) Bachelor degree
2013	From Aldanga Academy for computer Sudan Diploma in AutoCAD , Microsoft office (word,excel)
December 2015	From Sallara for Engineering and Management Program of Municipality Engineering
December 2015	From Sallara for Engineering and Management Road and Concrete Technology

EXPERIENCE

23/10/2021 - 14/02/2022	Ministry Of Human Resources and Emiratization Customer service <ul style="list-style-type: none">◦ Dealing with customer complaints and solve it.◦ Managing large amounts of calls in timely and effective manner.◦ Respond to the needs of customers and provide personalized services research needed.◦ Keeping records of all customers conversation on the call center database.◦ Follow up customers calls where necessary.◦ Answer Customer's questions kindly and friendly manner.◦ Enter new customer information in to the system.◦ Answer incoming calls and respond to customer's emails.◦ Providing the right solutions of customers.
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8/2020 -
8/2021

Sudani

Call center Agent

- Dealing with customer complaints and solve it.
- Managing large amounts of calls in timely and effective manner.
- Respond to the needs of customers and provide personalized services research needed.
- Keeping records of all customers conversation on the call center database.
- Follow up customers calls where necessary.
- Answer Customer's questions kindly and friendly manner.
- Enter new customer information in to the system.
- Answer incoming calls and respond to customer's emails.
- Providing the right solutions of customers.

2014 -
9/2021

Ministry Of Planning and Urban development

Civil engineer

- Site engineer.
- Estimation and calculation Quantity Engineer.

8/2017 -
9/2018

Adam Alsahib Group

Data Entry

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations
- Scan documents and print files, when needed
- Keep information confidential
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies
- Ensure proper use of office equipment and address any malfunctions.

- Work in team.
- Time management.
- Flexibility.
- planning skills.
- Quick learner.
- Hard worker.
- Good communication skills.
- Ability to work well under pressure and acting effectively and calmly in emergencies.

LANGUAGES

- Arabic mother tongue
- English

INTERESTS

- Internet Browsing
- Traveling
- Reading
- Driving

COMPUTER KNOWLEDGE

- Microsoft Office Products
- Windows
- Typing and printing

LICENSE

- Sudanese driving license.