



Curriculum vitae

ALBORY IBRAHIM ALI OMER

E-mail:-alborae.ibrahim33@gmail.com

Mobile No: - +971553324978

U.A.E



JOB OBJECTIVE

With my extensive and strong experience as Customer Service for 4 years, in addition to my way of dealing with clients, and my skills in providing excellent services and contract highly professional work contracts. I am aiming to use my proven experience to effectively fill professional role in your company, I will exploit my skills and experience in the best possible way for achieving the company's goals.

WORK EXPERIENCE

(01\01\2013 -01\02\ 2016) Customer Service representative/sale

- ✓ Baganeet Trading Company
- ✓ Clothes retail sales
- ✓ Constantly developing existing sales processes which will generate sustainable growth. Responsible for developing own portfolio of customers.
- ✓ Collecting all the information required to create a request for an estimate.
- ✓ Contacting prospective clients by phone and email.
- ✓ Contacting new and existing customers to discuss their needs and to explain how these needs could be met.
- ✓ Respond promptly to customer inquiries.
- ✓ Emphasizing product features based on customers' needs, and on technical knowledge of product capabilities and limitations.
- ✓ Negotiating prices and terms of sales and service agreements.
- ✓ Process orders, forms, applications and requests

(01\05\2016 - 02\06\2017) customer service/call center

- ✓ Mall Alwaha
- ✓ Manage large amounts of inbound and outbound calls in a timely manner.
- ✓ Handle complaints, and give the best solution.
- ✓ Greet visitors by welcoming and directing them appropriately
- ✓ Organize, plan, and manage simultaneous tasks and projects as designated.
- ✓ Informs visitors by answering or referring inquiries.
- ✓ Respond to all customer inquiries in a timely manner.
- ✓ Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- ✓ Answer, screen, and direct incoming phone calls to appropriate personnel.
- ✓ Provide a variety of secretarial and administrative support to the management team.
- ✓ Answer inquiries about company.
- ✓ Update calendars and schedule meetings.

PERSONAL DETAILS

NATIONALITY : SUDAN
DATE OF BIRTH : 01-01-1991
GENDER : MALE
PASSPORT NO : P07143983
PLACE OF BIRTH : KOSTI
MARITAL STATUS : SINGLE
VISA STATUS : Visit VISA

LANGUAGE

- ✓ English & Arabic

EDUCATIONAL ATTAINMENT

- ✓ Senior Secondary Completed
- ✓ Bachelor of Public Relation and Information Officer at Aljazeera University
- ✓ Basic Knowledge In Computer
- ✓ Ms Office ,Excel, Power point

RESPONSIBILITY

- ✓ Handle, resolve customer complaints & perform customer verifications
- ✓ Record details of inquiries, comments, complaints and actions taken
- ✓ Communicate and coordinate with internal departments
- ✓ Weekly billing of stock items

SKILLS

- ✓ Adept in resolve caller's concerns and gain their satisfaction as well as a positive image about my company.
- ✓ Flexible and cooperative.
- ✓ Good ability to work under hard pressure individually or with team.
- ✓ Confident with great ambition to develop my career.
- ✓ Able to react effectively and calmly in emergencies.
- ✓ Excellent communication skills, including verbal with proper grammar.

STRENGTH

- ✓ Positive attitude
- ✓ Intellectual
- ✓ Smart worker
- ✓ Ability to accept challenges quick learner.

DECLARATION

I hereby declare that above furnished information is true to the best of my knowledge
I look forward to hearing from you in the near future.