



## CONTACT



0524442381



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Dubai - UAE

## EDUCATION

- **KHARTOUM UNIVERSITY-**  
Bachelor of Arts  
(English and linguistics)  
12/2013
- **CAMBRIDGE INTERNATIONAL  
SCHOOLS, Khartoum, Sudan**  
(licenses) 05/2019
- **British Curriculum Teaching  
Skills (Bcts).**
- **British Curriculum Teachers  
License.**
- **Cambridge Staff Basic  
Training.**

## EDUCATION

- Date of Birth: 28-06-1991
- Marital Status: Single
- Nationality: Sudanese
- Religion: Muslim
- Languages: Arabic & English

# WALAA EBRAHIM

Sales, Customer Service, Call Center

## PROFILE

Highly skilled, customer-centric and well-experienced call center agent with great communication, organization skills, enthusiastic and positive approach to work seeks to establish a career with a company desirous of building a solid team of agents to manage inbound and outbound campaigns.

## WORK EXPERIENCES

**Company: Top Connect Document and Clearing Services – Dubai UAE**

- Position : Customer Services And Call Centre Agent
- Duration : 01/6/2020 - 01/7/2020

**Company: Zain Group Mobile Telecommunication Company - SUDAN**

- Position: Sales Representative
- Duration: 02/2019 - 08/2019

**Company: Cambridge International School- Khartoum-SUDAN**

- Position : Customer Services And Call Centre Agent
- Duration : 01/2015-04/2015

## Duties and Responsibility

- Answering Or Making Calls To Clients To Learn About And Address Their Needs, Complaints, Or Other Issues With Products Or Services.
- Responding Efficiently And Accurately To Callers, Explaining Possible Solutions, And Ensuring That Clients Feel Supported And Valued.
- Engaging In Active Listening With Callers, Confirming Or Clarifying Information And Diffusing Angry Clients, As Needed.
- Building Lasting Relationships With Clients And Other Call Center Team Members Based On
- Trust and Reliability.
- Utilizing Software, Databases, Scripts, And Tools Appropriately.
- Understanding And Striving To Meet Or Exceed Call Center Metrics While Providing
- Excellent Consistent Customer Service.

## Duties and Responsibility

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- Making Sales Or Recommendations For Products Or Services That May Better Suit Client Needs.
- Taking Part In Training And Other Learning Opportunities To Expand Knowledge Of
- Company and Position.
- Adhering To All Company Policies and Procedures.

## KEY SKILLS

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- Good Communication Skills.
- Strength and Stamina.
- Take Initiative and Work Well Independently.
- Attention and an Eye for Detail.
- Flexible and Works Well With A Team.
- Hard worker and fast learner.
- An excellent team-player as member or leader.
- Very good at negotiation and persuasion.

## REFERENCES:

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- I hereby declare that the above written particulars are true to the best of my knowledge and belief.