



OSMAN ELTAHER

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About me: I am seeking for a job opportunity in well-established organization where my knowledge can be developed and I will be able to contribute successfully and add a value and gain experience, and to meet the objectives of the organization.

● WORK EXPERIENCE

21/12/2015 – 21/12/2016 – khartoum, Sudan

INFORMATION OFFICE WORKER – SUDANESE NATIONAL PENSION

- Manage large amounts of incoming calls & orders by emails .
- Identify and assess customers needs to achieve satisfaction
- Anticipate orders to go from Pull to Push approach in coordination with our distributors Supply chain contacts
- Build sustainable relationships and trust with customer accounts through open and interactive communication and meetings
- Meet personal/customer service team sales targets and orders handling quotas
- Handle customer complaints, samples requests, claims and provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

01/02/2017 – 31/12/2019 – khartoum , Sudan

SENIOR CUSTOMER SERVICE REPRESENTATIVE – MEDCARE FOR DEVELOPED PROJECTS

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.
- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Inform customer of deals and promotions.
- Sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.
- Read from scripts.
- Handle changes in policies or renewals.

11/02/2020 – 08/05/2021 – khartoum, Sudan

SUPPLY CHAIN OFFICER – MASS GROUP HOLDING COMPANY

- Purchase supply of products/materials
- Determine the lowest cost for products/materials
- Track and record orders
- Receive orders and document arrivals
- Manage supply base
- Analyze market and delivery systems
- Source and interview vendors; negotiate contracts and costs
- Analyze supply base
- Prepare requisitions and purchase orders
- Monitor order expenses
- Communicate performances and costs to management

- Recommend new processes or systems for improvement; implement new ideas and strategies
- Organize and schedule procurements in a timely manner
- Operate equipment and follow all safety procedures
- Comply to scorecard measurement system to track values
- Communicate with vendors, clients, customers, team members, and managers to align goals

● EDUCATION AND TRAINING

01/10/2010 – 01/10/2014 – khartoum - Mogran - Algaba street, khartoum, Sudan

BACHELOR DEGREE OF INFORMATION SYSTEM – Bayan College For Science And Technology

<http://www.bayantech.edu.sd/en/index.php>

01/04/2017 – 01/05/2017 – Khartoum/Omaq street, khartoum, Sudan

STRATAGIC MARKETING PLAN – ZAFAR TRAINING CENTER, khartoum (Sudan)

www.zafar.ed

● LANGUAGE SKILLS

Mother tongue(s): ARABIC

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Outlook | Microsoft Excel | Microsoft Powerpoint | Social Media