





Ammar Elhassan

Customer Service
Representative

CONTACT

 ammaryasir.09202@gmail.com

 0527404425

 UAE, Abu Dhabi

Nationality: Sudanese

Birthday: 17/ 4/ 1996

PERSONAL SKILLS

- Bilingual (English Arabic) speaker.
- Microsoft office Skills
- Strong communication and convincing skills.
- Fast learner and detail oriented
- Problem solving skills.

PERSONAL PROFILE

Professional, positive attitude, bilingual (English-Arabic) customer service representative with high proficiency and +2 years of experience in different customer service positions.

WORK EXPERIENCE

Professional Test MedicalCO.LTD

11/01/2020-01/12/2021

Call Center Agent and receptionist

Answering incoming calls and responding to customers emails. Resolving customer's complaints and escalating issues to the back office, responding to the needs of customers and providing satisfying service

Elasad International Manufacturing

2019-2020

Customer Service Representative

Contacting potential or existing customers to inform them about a product using scripts, handling incoming calls and answering customer's inquiries.

Asking questions understand customers' requirements and close sales.

Bright Moon Trading

2018 - 2019

Customer Service Representative

Conducting market research to identify selling possibilities and evaluate customer's needs, selling company's products, closing sales and accepting payments, helping clients and maintaining public relationships.

EDUCATION

- National University Sudan: Bachelor's degree in Medical laboratory science