

## Adam Ibrahim

CALL CENTER AGENT

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## Experience

Sep - 2021 -

Fab-2024

### **NYM Card – Al Mashreq Bank Cupola Teleservice - Dubai** **Senior Call Center Agent**

Bank customers with a variety of services. As an inbound, include answering Questions, checking the balance or status of accounts, and connecting callers with other bank personnel if they have a specific issue or require a particular Service. Answering customer calls, and listening to their Concerns and solving problems.

Handle both inbound and outbound phone conversations with clients to make sure everyone quickly gets the help they need.

Fab - 2020 –  
2021

### **Rak Free Zone** **Data Entry, Ras Al-Khaimah**

- Entering new and updated customer and account information. Prepares
- Source data for computer entry by compiling and sorting information.
- Establishes entry priorities. Processes customer and account source
- Documents by reviewing data for deficiencies. Achieve the required AHT and KPI

Sep 2018 -  
2019

### **Bank of Khartoum -** **Sudan**

#### **Call Center Agent**

A variety of services. As an inbound, inbound, checking the balance or status of accounts, and connecting callers with other bank personnel if they have a specific issue or require a particular Service. Answering customer calls, and listening to their

## Education

June 2011- 2015

**Bachelor in English Language**

**International University of Africa - Sudan**

## Additional Info

**Visa Status: Cancellation visa**

**Language: Arabic Native / English professional**

**Joining Date: Immediately**

**Marital: Single**

**Driving License: UAE Valid 2029**