

Alaa Mohamed Eltayeb

📍 UAE, shariah

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Service oriented customer service representative with one year of experience in the retail industry showcasing willingness to assist consumers with the finest service possible, handling incoming calls, generating sales leads, and providing product information

EXPERIENCE

AL Amarate center | customer service representative
Sudan - khartoum

March, 2022 - April, 2023

- engage with clients to address their issues, respond to their inquiries, and meet their needs
- Answer customers emails and phone conversations, responding to their questions and concerns
- Assessing and handling customers complaints
- Exhibit strong active listening skills, empathy, and patience to understand customers' needs

AL kiriyab tales resturants | call center agent (part time)
Sudan - khartoum

September, 2022 - April, 2023

- Effectively managed a substantial volume of inbound calls from clients, addressing their inquiries and offering resolutions to any issues.
- Providing comprehensive information regarding cuisine, merchandise or amenities, and initiating purchase requests.
- Ensure precise documentation of all verbal exchanges in our database.
- Seize opportunities to advertise and up sell products

EDUCATION

National Charity Schools - Dubai

July, 2021

High school diploma

SKILLS

Proficient in Microsoft Office Suite, including Word, Excel, and PowerPoint.

Excellent communication skills both written and verbal

Ability to work independently or as part of a team

Ability to deal with demanding customers and escalations

Strong problem-solving skills and ability to handle difficult situations with ease.

Detail-oriented with exceptional organizational skills.

Continuously seeking opportunities for professional growth and development.

Pressure and stress handling

Good memory

Typing

LANGUAGES

English - fluent (B2)

Arabic - native speaker