



Abdalla Rahmah

Customer Service Representative

Dedicated, result-driven, and organized customer service professional with two years of experience. Proven track record of providing exceptional support, resolving inquiries, and ensuring customer satisfaction. Skilled in communication, problem-solving, and utilizing computer systems. Committed to delivering top-notch service to enhance overall customer experience.

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📍 Dubai, UAE

WORK EXPERIENCE

Customer Service Representative

First Security Group - Dubai International Airport

04/2023 - 04/2024

Dubai, UAE

Responsibilities:

- Resolve customer complaints, provide appropriate solutions and alternatives.
- Provide excellent customer service by assisting passengers with inquiries, check-in procedures, and resolving travel-related issues.
- Support passengers with emigration and immigration procedures, ensuring compliance with international travel requirements.
- Adhere to and enforce airport security regulations and procedures to maintain a safe and secure environment for passengers and staff.
- Provide airport and airline information using applicable software.
- Collaborate with airline staff and ground operations to facilitate seamless communication and coordination for flight arrivals and departures.
- Acquire and maintain a comprehensive understanding of the Airport's products and services to assist customers effectively.

Call Center Agent

Sudani Telecommunication

01/2022 - 01/2023

Sudan

Responsibilities:

- Handle incoming and outgoing calls and respond to customer's queries and complaints.
- Identify opportunities to promote additional products or services to enhance customer satisfaction and increase sales.
- Ensure adherence to established customer service standards and continuously seek ways to improve service delivery.
- Follow up customer calls where necessary.
- Stay informed about product updates, industry trends, and customer service best practices to enhance skills and knowledge.
- Collaborate with other departments to address customer needs and escalate complex issues when necessary.

SKILLS

Computer skills

Microsoft office

Email management

Technical Proficiency

Microsoft Word

Microsoft Excel

Database and Resource management

Fast typing 45 wpm

Data entry

Presentations skills

Inbound calls

Outbound calling

Office Suite

Active listening skills

Bilingual (Arabic and English)

Good oral and verbal communications

Excellent interactive skills

Positive Attitude

Customer Focus

Negotiation skills

Conflict management

Attention to details

Record keeping
bookkeeping

Analytical and research skills

Product knowledge

Ability to persist with a task until objective is achieved

Ability to work in a team and individually

Able to work in fast-paced environments

Flexibility and adaptability

Ability to grasp new concepts quickly

EDUCATION

Information Technology

National Ribat University

08/2016 - 08/2021

Sudan

Summary:

- Bachelor's of Information Technology.

LANGUAGES

Arabic
Native

English
Fluent