

# Shadi Abdulrahman

Customer service representative

Dubai

+971508041357

shadiabdulrahman69@gmail.com

## Summary

Highly motivated and results-oriented Customer Service Professional with more than five years of experience across diverse customer service environments. Proven ability to deliver exceptional service, exceeding customer expectations through proactive problem-solving and effective communication. Skilled in handling transactions efficiently, including money exchange, remittances, and various financial products. Adept at identifying customer needs and recommending solutions, fostering trust, and building positive relationships. Demonstrated commitment to adhering to strict compliance regulations and data confidentiality procedures

## EXPERIENCE

### Wok box, Dubai

#### customer service (2023, *present*)

The job involves handling customer complaints, providing solutions and alternatives, and following up to ensure their resolution. The role requires customer orientation, adaptability to different personalities, issue-resolution skills, and the ability to maintain a high level of customer satisfaction. Proactive measures are taken to address common customer issues, reduce complaints, and enhance the overall customer experience. Positive relationships are fostered with customers by actively listening to feedback and taking proactive steps to address concerns

### SAUDI SUDANESE BANK, Sudan

#### Customer service — 2020,2022

Highly motivated and results-oriented Customer Service Representative with two years of experience in a fast-paced financial services environment. Proven ability to deliver exceptional customer service while ensuring accurate and efficient transaction processing for money exchange, remittance, and Western Union services. Skilled in identifying customer needs, exceeding expectations through targeted product recommendations (cross-selling), and adhering to strict Anti-Money Laundering (AML) and compliance procedures. Possess strong interpersonal skills, fostering positive customer relationships while maintaining data confidentiality.

## SKILLS

Customer focus

Teamwork.

adaptability.

flexible

Inventory management.

Problem solving.

Emotionally stable.

Active listening.

Empathy.

Sales skills.

## Qualifications

Ability to sit for long hours.

Computer Proficiency.

Empathetic Engagement.

Microsoft Office.

Cross-selling

Patience and resilience

## LANGUAGES

ARABIC Native

ENGLISH Fluent

## **Fedail hospital ,sudan—**

### **Customer service 2018,2020**

Customer Service Representative with 2 years of experience at Fedail Hospital. Cultivated a positive and supportive patient experience by efficiently managing all aspects of the patient journey, including scheduling appointments, surgeries, and follow-up visits. Demonstrated strong communication and interpersonal skills to address patient inquiries, and concerns, and ensure a seamless healthcare experience. Proficient in handling various administrative tasks, adhering to hospital protocols, and maintaining patient confidentiality.

### **EDUCATION**

**University of Khartoum Science and Applied Studies 12/2015 -11/ 2021**

Bachelor of Accounting (BS)

**Abdel moneim hassouna 2011/08 - 2014/01**

High school certificate