



TAYEBELASMA ELTAHER

- Abu Dhabi
- Nationality: Sudanese
- Marital status: Single
- Place and date of birth: Khartoum, 29/12/1989
- +971-544435865
- gedoelhart907@gmail.com

SKILLS

- Attention to Detail
- Building Customer Loyalty
- Positive Attitude
- Time Management.
- Outbound/inbound calling
- Complaint Resolution
- Computer Skills
- Decision Making
- Patience
- Communication

LANGUAGES

ARABIC : ●●●●●●●●●●

ENGLISH: ●●●●●●●●●●

REFERENCES

Available upon request

Customer Service Agent

Energetic Customer Service Representative with 4 years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.



Experience

ENCODER

VIA MEDICA INTERNATIONAL HEALTHCARE _ Abu Dhabi
2021 _ 2022

Customer Service Agent

AHBA Air Handling – Khartoum Sudan
2015_2019

EDUCATION

**Economic And Management , Diploma Of Stock Exchange
The National Ribat University 2009_2012**

Certifications

Medical Coding – Newton Training Center 2021.
Safety Management System – Khartoum Academy for Aviation & Technology 2019
Supervisor Awareness – AHBA Air Handling 2018.
Dangerous Goods (7&8 and 10) Khartoum International Airport 2018.
Human Factor AHBA Air Handling 2017.
Fire Fighting From Khartoum International Airport 2016.
Basic Load Control – AHBA Air Handling 2016.
BASIC AIRLINE SECURITY COURSE OUTSTATIONS from EMIRATES GROUP SECURITY (1 DEC 2015, KHARTOUM, SUDAN).
Fare construction and Ticketing /GDS from Khartoum Academy for Aviation and technology.

Description

- Manage large amounts of incoming phone calls.
- Entered customer interaction details in sales system to track requests, document problems and record solutions offered.
- Communicated with clients regarding account services, statements, and balances.
- Provided primary customer support to internal and external customers.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responded to customer calls and emails to answer questions about products and services.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Follow communication procedures, guidelines, and policies.
- Go the extra mile to engage customers.
- Work with customer service manager to ensure proper customer service is being delivered.