



# ELDA JOHN BILLY BUWALI

CUSTOMER SERVICE

## CONTACT

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- Dubai, UAE

## EDUCATION

- 2012 - 2013**  
Khartoum Academy for  
Aviation and Technology  
Diploma of cabin Crew  
Khartoun Sudan
- 2005 - 2008**  
Al Shariqa Private High  
Secondary School -  
Khartoum Sudan

## TRAINING

- 2012**  
Diploma of electronic  
accountancy - Shaqal  
Academy Khartoun - Sudan
- 2012**  
Diploma of Computer -  
Microsoft Office application

## PERSONAL DETAILS

Marital Status: Married  
Gender: Female  
Nationality: South Sudan  
Visa Status: Family Visa

## EXPERTISE

- Customer Service Excellence
- Sales Acumen
- Call Center Operations
- Problem Solving
- Communication Skills
- Team Collaboration
- Multitasking and Time Management
- Product Knowledge

## LANGUAGES

- English
- Arabic

## PROFESSIONAL SUMMARY

Accomplished customer service and sales professional with over a decade of experience in fast-paced retail and call center environments. Adept at handling customer inquiries, resolving issues, and driving sales through effective communication and exceptional service. Known for a strong work ethic, problem-solving skills, and a commitment to delivering top-tier customer experiences. Proven ability to thrive in high-pressure situations while maintaining a positive and friendly demeanor. Seeking to leverage my extensive background and skills in a challenging role within a dynamic organization.

## SKILLS

- Excellent verbal and written communication
- Strong problem-solving abilities
- Customer relationship management
- Team player with a positive attitude
- Multitasking
- Social skills
- Organization
- Technical skills
- Resistance to stress
- Problem solving
- Empathy
- Reliability
- Visitor management

## WORK EXPERIENCE

### CUSTOMER SERVICES/ CALL CENTER AGENT

Speak Global Sourcing, Dubai, UAE  
Duration: 2023 - Present

#### Responsibilities:

- Handle inbound and outbound calls to assist customers with inquiries, complaints, and support requests.
- Resolve customer issues efficiently, ensuring a high level of satisfaction and maintaining company standards.
- Document customer interactions and transactions, recording details of inquiries, complaints, and actions taken.
- Collaborate with team members and other departments to resolve complex issues and improve service processes.
- Upsell and cross-sell products and services during customer interactions to enhance sales and meet targets.
- Maintain updated knowledge of company products, services, and promotions to provide accurate information to customers.

### CUSTOMER SERVICE/ SALES ASSOCIATE

Home Center, UAE  
Duration: 2014 - 2022

#### Responsibilities:

- Provided exceptional customer service by assisting customers in finding products, answering questions, and addressing concerns.
- Managed point-of-sale transactions, including handling cash, credit card payments, and returns.
- Assisted in the merchandising of products and maintaining an organized and attractive sales floor.

## DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge  
**Elda John Billy Buwali**