

AHMED EISSA CV



Country: North of Sudan.

Current Location: UAE - Dubai.

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Language: English – Arabic

Personal Summary :

A God-fearing motivated, resilient, and a compelling persuasive individual who is highly. Efficient and loves nothing than helping customers resolve their problems or find things they Want. Possess a good team spirit; I'm very confident in handling enquiries, complaints and Communication able to effectively manage multiple workloads.

Professional Summery :

- Experience of working with customer from different cultures & backgrounds.
- Experience in dealing with the public & comfortable in Coordinate a selling role.
- Handling customer complaints in a professional and diplomatic way
- Assisting with postal deliveries to customer addresses an attending training sessions
- Promoting the brand and its products at every opportunity and highlighting promotions to the customer.

ADDITIONAL SKILLS:

- Good communication skills.
- Excellent attention to detail.
- Ability to work independently and work in a team.
- Able to respond quickly in emergency situation.
- Flexible to work in the night and day shift.
- I can work under significant pressure.
- Computer Knowledge.



MAUZAN GROUP COMPANY :

Senior Sales & Customer service: Till Date

- Following up with customer orders in the factory.
- Assisting customers in the selection and purchase of items.
- Completing sales sheets at the end of the day
- Ensuring that the shop counter is always manned
- Processing cash and credit card transactions accurately and efficiently
- When required wrapping up purchased items for customer
- Following policies and procedures relating to cash and stock
- Checking the inventory listings with actual stock on the shop shelves and reporting, discrepancies to managers
- Keeping merchandise orderly and neat appearance



Landmark Group, Home Centre

Customer service advisor: 2014 -2018

Providing support, help and advice to customers who use the company's products or services. Also responsible for arranging appointments, meeting with potential customers, explaining our products, answering questions, writing up orders, and asking for recommendations.

Duties:

- Dealing with customer enquiries face to face, telephone, email.
- Ensuring that a customer's problem is brought to a satisfactory conclusion.
- Involved in developing a customer service policy.
- Collecting and analyzing data to monitor the level of customer service.
- Completing all administrative tasks and updating records.
- Maximizing every sales enquiry.



Tyson Group India - Sudan)

Sales Officer: 2010-2012

- Coordination and completion of the direct sales operations.
- Marketing products within Sudan, middle of Africa.
- Ensuring smoothing functioning of customer service.
- Customer focuses and complains handling.
- Ensuring high standard of customer service.



Badr Airlines - Sudan)

Cabin Crew: 2013

- Working by the company hallmarks: listen and make things better now. Share what You know when it helps. Treat everyone as an individual, set the tone with a warm welcome.
- Greeting customers by name with a warm and friendly manor.
- Delivering customer service o a high standard.
- Paying great attention to detail in all cabins.
- Pre-flight checks o the aircraft making sure they have correct and non damaged safety equipment.

Education Qualification :



Qualification: Computer science Faculty(2005-2007)
Institution: University of Wadi Alneel
City/Country: Sudan



Qualification: Cabin Crew courses (2013)
Institution: Khartoum Academy for Aviation
City/Country: Sudan