



CONTACT ME

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301 Aisha Building, Deira-
Dubai

EDUCATION

Course Studied

Sep 2012- Sep 2016

Dentistry Technology Diploma
Diploma of Higher Education:
Dental Technician Al-Razi
University. Khartoum, Sudan

SKILLS

Strong verbal communication

Excellent customer service

Familiarity with call center systems

Proficiency in Microsoft Office

Attention to details

Problem solving

Organized

Self- motivated

Team player

Quick learner

Mustafa Salah Mohammed Mustafa

Customer Service & Call Center Specialist

Experienced call center and customer service professional with strong leadership and relationship-building skills. Client-focused with 2+ years of providing solutions to customers. Solid understanding of call centre systems and software programs.

work experience

Customer Service Agent

Aug-2020- May 2021

Glotel Company (Etisalat) | Dubai, UAE

Assisted customers and provided general information. -Identified and engaged qualified customers, offering additional information.

Suggested tailored products to meet customer needs. - Stayed informed about competitor products and consumer concerns. - Recommended product or service improvements. - Maintained detailed customer interaction records. - Provided ongoing customer support.

Call Center Agent

Jan 2019- Aug 2020

Nahdhat Alwatan Magazine

Call Center Agent Managed inbound and outbound calls, ensuring customer satisfaction and meeting targets. Engaged corporate clients for magazine participation during national events. Executed over 100 outbound calls daily.

Call Center Agent

Nov2016- Dec 2017

MTN Sudan. Khartoum. Sudan

Handled inbound and outbound calls.

Strengthened existing customer relationships through effective communication.

Managed customer database using CRM systems.

Delivered exceptional customer service by addressing concerns and inquiries.

INTERESTS

Traveling

Personal development

Participating in Social Activities

REFERENCES

Avaiabel upon request