

# REHAB BABEKER

United Arab Emirate | [+971566456438](tel:+971566456438) | [rdo72rdo@gmail.com](mailto:rdo72rdo@gmail.com)

## PROFIL

---

Receptionist With One Year of Experience in Mtn as Call Center and Customer Service, Administrative Support.

Seeking To Leverage My Skills, Communication, Multitasking to Enhance the Customer Dedicated Experience at Mtn and Dental Clinic. Committed To Creating a Welcoming and Efficient Front-Office Environment That Meets and Exceeds Business Objectives.

## EDUCATION

---

Diploma Of Science in Laboratory University UMST Sudan.

High School Diploma The 116<sup>th</sup> High School Jeddah Saudi Arabia.

## SKILLS

---

- |                                      |                                  |
|--------------------------------------|----------------------------------|
| Scheduling                           | • Communication                  |
| • Team Training and Mentoring        | • Customer Service Excellence    |
| • Multi Line Phone System Management | • Office Organization and Filing |
| • Microsoft Program                  | • Time Management                |
|                                      | • Efficient Appointment          |

## WORK EXPERIENCE

---

Call Center MTN Sudan DEC 2022 – NOV 2023

- Responding To Customer Issues.
- Troubleshooting Problems
- Reaching With Other Departments Regarding Customer Issues If Being Fixed

Customer service Agent MTN Sudan 2019 -2022

- Handling Customer Issues
- Solving Customer Problems
- Following up with customer to ensure problem is fixed
- Train new employees
- Following up with other sections to ensure the issue is being fixed

## TRAINING

---

Program as AMCA Certificate

- Microsoft office program
- customer service Training

## LANGUAGES

---

- English
- Arabic

