

REHAB BABEKER

United Arab Emirate | [+971566456438](tel:+971566456438) | 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 116th High School Jeddah Saudi Arabia.

SKILLS

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

WORK EXPERINCE

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

