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CAREER SUMMARY:

Seeking a position as a telecommunication Engineer, trying to be member of your teamwork to

Study new technology in telecommunication Engineering

To obtain experience and qualify at diverse and challenging as segments and work environments

KEY SKILLS:

- .MS word**
- .Customer Service**
- .Teamwork Adaptability**
- .Time Management**
- . Effective communication**
- .Solve Problems Professionally**
- .Building Relationships**
- .Ability on Persuasion**

PROFESSIONAL EXPERIENCE:

MTN COMPANY (,SUDAN).

Customer Service Experience Agent [Call Out].

JUL2019-JUN2020

- Contacting Customers and Explaining to them the Service, its Advantages, and how to Benefit from its offers**
- By Working in This Department, I Achieved the Participation of 100 Customers in the Service in Every
Contact with Them**
- Another achievement was Communicating with new users of the service after Explaining it to them and ensuring that they subscribed to it and activated it**

- **Preparing Reports on the level of Customer Satisfaction with the Service.**
- **Create a database for the targeted customer segment to subscribe to the service,**
- **follow up on the successful activation of the service for them, and follow up with**
- **them on a regular basis**
- **Conducting an explanatory questionnaire about contacting customers in which they are asked about the offers available in the service**
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- **And when he performs a procedure within the service, is the transaction carried out with him effectively**
- **Also, the improvements required from his perspective to make transactions easy for him**
- **Another achievement was forming a team of 10 people whose purpose was to collect those who wanted the service but could not subscribe and review it. Among the solutions was changing the phone that customers used because some phones did not support the service and therefore customers could not subscribe**

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MTN COMPANY (SUDAN).

Customer Service Experience Agent In MoMo Department |Call IN|.

Jan2020-Feb2024

- **Receiving Customer Calls and their inquiries about the Service and Solving the Problems they Face in the Service.**
- **Through Working This Position , All the Problems Facing The Subscribers Were Solved**
- **Among the achievements in this section, there is a group of customers who want to cancel the service and the reason was that they do not know the service better. These customers were listened to effectively and the service was explained to them with all its features and also how to benefit from it in their transactions. This segment of customers was convinced of it**
- **A plan was put in place for them to not want to cancel again, which is to allocate a sheet with their numbers and names and send it to the other department in the service to follow up with them and know the extent of their satisfaction**

ELICO Integrated Solutions Company (SUDAN).

MAY2022-DEC2023

Representative Service

- **Responding to agent service calls and allocating customers who follow the agent service with the authority to use all transactions without any specific ceiling for them and for their balance in the service.**
- **Among the work achievements in the Agent, service department was updating the data of the service agents in the company's database. And resolving their billing and payment problems.**
- **Communicating with the departments concerned with the agent service with the activation procedures for the account.**
- **Another achievement was convincing customers who have a regular account to transfer their account to an agent account through the service center to benefit to the maximum extent from the services and without restrictions. This method was used to bring in high revenues for the company.**

PROFESSIONAL DEVELOPMENT: online

- **EXCEL Advance |Attractive center| |Khartoum| |40 hours| |Date JUN2022-DEC2022**

Descriptions of course:

Dealing with spreadsheets, formatting them, and how to calculate percentages using the program's function

- **Study the target Audience |HP life| |Khartoum| |15 hours| |Date JUL2022-Aug2022**

Description of Course:

How to identify a customer segment within a specific geographical area and study their style and the type of services or products they like

Then provide them with the product or service according to their requirements

PROFESSIONAL CERTIFICATE:

- **Project Management Professional, PMI.
(May 2022- May2023)**

EDUCATION:

Cairo University, Cairo.

(JAN2009-DEC2014)

- **Bachelor's Degree in Communications Engineering**

Language skills:

- **Arabic: Mother Language**
- **English: Advanced.**

Technical skills

- **Microsoft office**
- **Preparing Report For Client**
- **Leadership**

PERSONAL INFORMATION

- **Military service: Exemption**
 - **Date of Birth: 19\6\1992**
 - **Nationality: Sudanese**
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