

Dalal Gurashi Alsafi Omer

Receptionist & Call Center Agent

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WORK EXPERIENCE

Royal Dental Center & Fedail Hospital

Khartoum, Sudan

Receptionist

March 2021 - June 2022

- Working for more than one year at Royal Dental Center and Fedail Hospital.
- Greet and assist patients and visitors, answer and direct calls, and provide information.
- Schedule and confirm patient appointments, manage check-ins and check-outs, and handle necessary paperwork.
- Collect and verify patient information, process billing and insurance details, and maintain accurate records.

Zain (Telecommunication)

Khartoum, Sudan

Call Center Agent

December 2019 - November 2020

- Answer and handle a high volume of inbound and outbound calls, providing excellent customer service.
- Address customer inquiries, complaints, and support requests, resolving issues promptly and efficiently.
- Document call details and customer interactions in the company's database, ensuring accurate records.

EDUCATION

B.Sc. in Environmental Studies | Al-Neelain University, Faculty of Science and Technology

2014

SKILLS

Languages: Arabic (Native), English (Good).

Technical & Soft Skills:

- Computer Skills:
 - Proficiency using PCs with different operating systems
 - Microsoft Office suite (MS Word, MS PowerPoint, MS Excel).
- Teamwork: Ability to work in a team-oriented environment
- Work Under Pressure: Ability to meet deadlines and work under pressure

References

- Dr. Abdelgadir Alfadil
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- Dr. Seedahmed Ahmed Mohammed
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