



Esra Abu Al Dahab

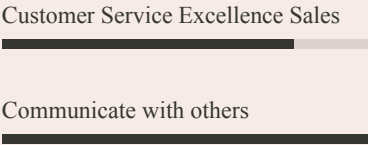
CUSTOMER SERVICE & SALES PROFESSIONAL

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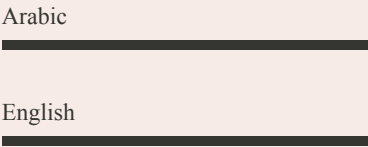
 esraabualdahab@gmail.com

 Dubai, UAE, Dubai , 0, UAE

SKILLS



LANGUAGES



PERSONAL DETAILS

Nationality
Sudanese

Visa status
UAE Resident Visa

ABOUT ME

I am a dedicated customer service and sales professional with experience in call center operations, sales, and front desk management. Skilled in handling customer inquiries, resolving technical issues, and managing accounts efficiently. Proven ability to drive sales, develop strong customer relationships, and provide excellent service. Adept at administrative support, appointment scheduling, and transaction processing. Highly organized, detail-oriented, and proficient in CRM systems, IT troubleshooting, and sales strategies. Seeking to leverage my expertise in a dynamic and customer-focused role.

WORK EXPERIENCE

Customer Service & Call Center Agent
MEDINA INFORMATION TECHNOLOGY COMPANY / Ajman, UAE / Jan 2022 - Jan 2024

- Provided professional support and assistance to resolve customer inquiries.
- Handled inbound and outbound calls for IT services and solutions.
- Managed customer accounts and updated records in the CRM system.
- Troubleshoot software, hardware, and network issues efficiently.
- Assisted clients with product setup and system configurations.
- Escalated complex issues to the relevant technical teams.

Sales Representative
LOEWE STORE / Dubai, UAE / Jan 2020 - Jan 2022

- Engaged with customers and provided tailored product recommendations.
- Marketed products effectively to boost sales performance.
- Oversaw the sales process from inquiry to deal closure.
- Developed strong customer relationships to increase retention.
- Completed transactions accurately and maintained sales records.
- Presented product demonstrations to highlight key benefits.

Receptionist & Call Center Agent
SAL REAL ESTATE INVESTMENT COMPANY / Dubai, UAE / Jan 2019 - Jan 2020

- Managed inquiries and administrative tasks to ensure smooth daily operations.
- Handled inbound and outbound calls, providing accurate property information.
- Scheduled appointments and coordinated meetings for clients and executives.
- Maintained and updated client records in the company database.

Cashier
LAVA JAVA RESTAURANT / Dubai, UAE / Jan 2019 - Jun 2019

- Handled transactions accurately, processing cash, card, and digital payments.
- Provided excellent customer service, assisting guests with orders and inquiries.
- Maintained a clean and organized cashier station for smooth operations.
- Balanced the cash register at the end of shifts, ensuring accuracy.

CALL CENTER
NICE VENICE TRADING COMPANY / DUBAI

EDUCATION

Diploma in Information Systems & Office Management
University of Khartoum / Khartoum

Computer Technology Course
Enshwan Centre / Khartoum

Entrepreneurship Program
Family Bank