

Diyaa Gubarah

Call Center Representative / Professional Driver (<https://dyfg.netlify.app/>)
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Objective

Dedicated professional seeking a position as a Call Center Representative or Driver. Eager to utilize excellent communication skills and extensive driving experience to provide exceptional customer service and safe, reliable transportation. Committed to maintaining high standards of professionalism and efficiency in fast-paced environments.

Skills

- **Customer Service:** Active listening, problem-solving, conflict resolution
- **Communication:** Fluent in Arabic and English, clear articulation
- **Driving:** Excellent driving record, familiar with Qatar roads and traffic laws
- **Technical:** Proficient in CRM software, GPS navigation, and basic vehicle maintenance
- **Personal:** Time management, multitasking, stress tolerance, cultural sensitivity.

Professional Experience

Professional Driver Jan 2020 – Present | SUDAN

At Terhal Application

- Safely transported passengers to various destinations across Khartoum, maintaining a 100% safety record.
- Provided excellent customer service, resulting in a 4.9/5-star average rating from passengers.
- Efficiently navigated through high-traffic areas, consistently meeting or exceeding on-time arrival targets.
- Performed basic vehicle maintenance, ensuring vehicle cleanliness and operational readiness.

Call Center Representative Mar 2018 – Dec 2019 | SUDAN

At Canar Telecom Services

- Handled an average of 80 customer inquiries daily, addressing concerns and providing information on products and services.
- Achieved a 95% customer satisfaction rate through effective problem-solving and clear communication.
- Collaborated with cross-functional teams to resolve complex customer issues, improving first-call resolution rates.
- Consistently met and exceeded monthly performance targets for call handling time and quality assurance scores.

Education

Bachelor in Surveying Engineering

Sep 2010 - Nov 2015 | SUDAN

At Sudan University of Science and Technology

I obtained my Bachelor of Engineering (Honors) in **Surveying Engineering** with a specialization in **Geodesy**, achieving a Second Class – Division One grade with a **GPA of 2.70 out of 4**.

Additional Qualifications

- Valid Qatar Driver's License with clean driving record.
- Fluent in Arabic (native) and English (professional working proficiency).

Courses

- Completed "Advanced Customer Service Techniques" online course (2024).
- Attended "Safe Driving in Challenging Conditions" workshop (2024).