

AMMAR ELMAKKI

CONTACT

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- Qatar , Doha

SUMMARY

Detail-oriented and reliable Data Entry Operator and Customer Service Representative with a strong ability to manage large volumes of information with accuracy and efficiency. Proven experience in handling customer inquiries, resolving issues promptly, and maintaining high levels of customer satisfaction. Skilled in using data management software, CRM systems, and office tools. Excellent communication skills .

SKILLS

PROFESSIONAL

- Typing speed and accuracy
- Proficiency in Microsoft Office (Excel, Word, Outlook)
- Basic troubleshooting skills
- Adaptability to different customer types
- Driving skills - Qatar driving license

EDUCATION

- SUDANESE HIGH SCHOOL**
Doha
2012-2015
- SUDAN INTERNATIONAL UNIVERSITY**
college of Engineering
2016-2022

WORKING EXPERIENCE

- DATA ENTRY OPERATOR**
Mahaseel Company | 2023 May - 2024 APRIL
 - Verifying data for accuracy and consistency before input.
 - Using Microsoft Office tools (Excel, Word, etc.) to create reports and manage data.
 - Organizing and maintaining electronic files and records for easy retrieval.
- CUSTOMER SERVICE REPRESENTATIVE**
RKH QATAR | 2022 Oct - 2023 MARCH
 - Maintaining a positive and empathetic attitude toward customers at all times.
 - Following up with customers to ensure their issues are fully resolved.
- CALL CENTER AGENT**
ZAIN SUDAN | 2022 MAY - 2022 AUG
 - Handling inbound and outbound calls professionally and efficiently.
 - Resolving customer issues and complaints in a calm and courteous manner.
 - Working as part of a team to ensure overall call center goals are met.