

AHMED ELTAYEB ELDERDRI

Doha, Qatar

+974 77327041 | eltayebhmed879 @yahoo.com



PERSONAL INFORMATION:

- ✚ Nationality: Sudanese
- ✚ Marital status: single
- ✚ Height: 180
- ✚ Weight: 85

EXPERIENCE:

✚ **FIFA World Cup Qatar 2022™ Safety & Security Operation** Sept 2022 - Jan 2023

Policeman

continuously monitors and analyzes the security procedures of an organization. It also defends against security breaches and actively isolates and mitigates security risks.

✚ **Ooredoo** **2019-2020**

Call Center Agent: Customers service

Develops, and maintains business relationships with current and prospective to generate new business.

Understands customer needs and propose appropriate service needs.

✚ **Vodafone** **2015-2018**

The Collection Department and Call Center Agent

- Ensure to deliver high quality service.
- Ensure to increase the base of customers by building trust of customers and offering products and services.
- Responsibility to deal with customers directly, electronically or over the phone and respond to their enquiries at the earliest.
- I worked with Vodafone in the outdoor department (field sales).
- Process name section high value in period of up five months. **2024**

✚ **Primary Health Care Corporation, Medical Commission** **2014-2015**

Worked in RMBS HMC department. Referral booking appointment for patients.

Medical call center

Service patients and their needs by making reminder calls as requested. Reschedule appointments as needed and provide assistance with mailings and other projects as call volume permits. Coordinated work between multiple departments. Optimized service procedures to increase customer satisfaction.

Using Cerner full skill.

Worked as a receptionist public relations department in Qatar.

Worked as a storekeeper for 01-year experience at PH Company in Sudan.

Worked as a bodybuilding coach for 02 years' experience in Sudan.

Worked as a customer service for 01-year experience at call center department Bank of Khartoum Sudan.

✦ SERCO **2011-2012**

METRO Ambassador

Dubai Metro Green Line Start UP

✦ AL BADER EXCHANGE **2009 - 2010**

Teller

UAE, Abu Dhabi

Process routine account transactions.

Exchange foreign currency.

Check for photo identification.

Assist customers at the drive-through window.

Count invoices at beginning and end of shift.

Record all transactions.

EDUCATION:

Zayed Higher Organization for Humanitarian care & special Needs **2014**

Appreciation certificate

Dubai police Academy **2011**

Security personnel

Entry system international center for computer science & Internet **2008**

Microsoft Office

University of Khartoum **2007-2008**

Diploma

SKILLS:

Written and Verbal Communication.

Following Complex Instructions.

Interpersonal Skills.

Knowledge of Security Operations and Procedure.

Manage Multiple Tasks.

Knowledge of Basic Security and Fire Inspection Procedures.

Lifting. Surveillance Skills.