





Abdulaziz Mahmoud

Sales/Customer Service

Ready to join immediately

A proactive and motivated sales and customer service professional with strong communication and problem-solving skills, seeking to leverage my expertise in client relations and sales operations to contribute to business growth and enhance customer satisfaction in a dynamic work environment.

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 Bombo Town, Kampala, Uganda

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Languages:

- ✓ **Arabic:** Native.
- ✓ **English:** Fluent.

Work Experience:

Customer Service/Sales Officer, Full-time

Almtwakel Documents Clearing Services, Dubai, UAE

May 2024 – July 2025

- ✓ Increased client satisfaction.
- ✓ Reduced document-processing times in clearance processes.
- ✓ Contributed to sales increase through effective teamwork.
- ✓ Enhanced operational efficiency.
- ✓ Assisted customers in choosing products and services.
- ✓ Handled filing, photocopying, scanning, and data entry.
- ✓ Managed incoming and outgoing emails/WhatsApp chats.
- ✓ Provided support to colleagues (Edit photos, Edit/Compress PDFs, Create Word/Excel template, Generate QR codes, customize trusted bookmarks).

IT Help Desk, Full-time

A1 Engineering, Sudan

Jan 2022 – Apr 2024

- ✓ Provided level one support to customers and clients (Users of general office equipment, accessories and computer applications) onsite and remotely.
- ✓ Managed computer hardware repairs and replacements for optimal functionality.
- ✓ Installed, formatted, and maintained desktop and laptop computers for efficiency.

Qualifications:

- B.Sc. in Electrical Engineering
- ICDL® [SD1500966](#)
- IELTS™
- Windows 11 & macOS, [Course, alison.com](#)
- Handling abusive customers, [Course, alison.com](#)
- Serving customers through chat and text, [Course, alison.com](#)

Skills (Validated & Verified):

- Effective communication.
- Excellent negotiation abilities.
- Productive customer service.
- Team collaborative and self-driven.
- Excellent technical support and troubleshooting.
- Cash handling and process sales transactions
- Multitasker with strong attention to detail.

Tools (in a dynamic environment):

- Advanced user in AI tools.
- Associate with CRM basics, google meet, zoom, teams, slack, monday.com, cloud based Apps
- Proficient in Microsoft office: Word, Excel and PowerPoint.
- Proficient in Computer operating systems and Virtual Machines.
- Proficient in Smartphones, Scanners, printers, Telephone.
- Strong data entry, clerical and end user problem solving.