## **Fatma Salum Mohamed**

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I am highly enthusiastic and confident person with a desired to succeed in a fast moving environment. Iam hardworking Individual who Is not afraid of changes and can adapt easily into any given environment with good group of dynamic skills .i am also communicator with first class management skills motivated by responsibility. I consider myself very reliable, trustworthy, and always try to work to the best of my ability.

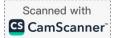
### **Professional Experience**

# CODZOSS COMPANY LIMITED Call center agent

10/22 - 03/23

handling customer inquiries, managing orders, resolving issues, and providing excellent customer service in E-commerce business

- Respond to customer questions about products, orders, shipping, returns, and other e-commerce-related topics via phone and email.
- Assist customers with placing orders, tracking shipments, and resolving issues with order processing
- Address customer complaints, troubleshoot technical issues, and find solutions to customer problems.
- Process returns and exchanges, ensuring a smooth and efficient process for customers.
- Stay informed about the products and services offered by the company to answer customer questions accurately.
- Accurately enter customer information and order details into company systems.
- · Manage time effectively to handle a high volume of calls and emails.
- Adhere to company protocols and scripts when handling customer interactions.
- Identify and resolve customer issues independently or with the help of other team members.
- Utilize CRM (Customer Relationship Management) systems to manage customer interactions and track issues.



# JUBILEE LIFE INSURANCE Call center Representative

handle customer inquiries, process claims, provide policy information, and offer general support to ensure customer satisfaction

- · Answering phone calls and emails from policyholders and potential customers.
- Addressing customer inquiries regarding policies, claims, and other insurance-related matters.
- Providing clear and concise information, ensuring customers understand their policies and options.
- Resolving customer complaints and issues in a timely and efficient manner.
- Maintaining a positive and professional attitude in all interactions.
- Identifying potential customers and generating leads.
- Providing information about Jubilee Insurance products and services to potential customers.
- Assisting with the sales process and closing deals.
- · Maintaining accurate records of customer interactions and inquiries.
- Updating customer information in the company's database.
- · Ensuring data security and confidentiality.
- · Following company procedures and policies.
- · Staying up-to-date on industry trends and changes.
- · Participating in training and development programs.

# MEDINOVA SPECIALIZED POLYCLINIC Customer service Agent (Front desk)

04/24 - 01/25

greeting patients, answering phones, scheduling appointments, managing patient records, verifying insurance, and assisting with administrative tasks, all while maintaining confidentiality and ensuring a smooth, efficient workflow

- Act as the first point of contact, providing a warm and professional welcome to patients and visitors.
- Respond to patient and visitor inquiries, providing directions and answering questions to the best of your ability.
- Check patients in for appointments, ensuring they are registered and have the necessary paperwork
- Schedule and confirm appointments for patients, ensuring proper coordination with medical staff and departments.
- Maintain accurate and up-to-date patient records, including demographic information, medical history, and insurance details.
- Verify patient insurance eligibility and collect necessary information.
- Address patient concerns and questions in a timely and professional manner
- Process patient payments and manage financial transactions.
- Maintain accurate records of customer interactions and transactions in the CRM



#### **Education**

St Lawrence citizen primary and nursery school Primary Education - Pass

Kirinjiko Islamic Secondary school Secondary education - Division two point 18

Science subjects

LUGOBA secondary school
Advanced secondary education - Division two point 12

· History, geography and economics

#### **OPEN UNIVERSITY**

09/19 - 09/22

Bachelor of business administration and marketing

### **Key Skills**

- · Communication skills
- · Negotiation skills
- Advertising
- Time management & problem solving
- · Analytical skills
- Customer care

#### **Interests**

- Cooking
- Traveling
- Driving

### References

Mustapha El Erradi - HEAD OF MARKETING, CODZOSS COMPANY LIMITED +255744143536 | el.errad@gmail.com

Nancy Mmary - Agency Manager at jubilee life insurance, JUBILEE LIFE INSURANCE 0754 030 080 | Nancy.mmary@jubileelifeinsurance.co.tz

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