

CONTACT

Mohamed Salih

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OBJECTIVE

Experienced Online Community & Customer Service Specialist with 3+ years in digital support and social engagement. Certified in Digital Marketing, IT Support, and HubSpot tools. Skilled in managing social media channels, resolving customer issues, and building brand loyalty through effective communication.

EXPERIENCE

2021 - 2023

- contact centre front office assistant**
Bank of Khartoum
Responded to customer inquiries across various channels with a focus on fast and effective resolution.

Maintained a high level of service quality, aligning with KPIs for response time and customer satisfaction.

Analyzed common issues to recommend improvements in communication scripts and service workflows

2018 - 2020

- Contact centre agent**
MTN Sudan
Handled customer feedback and escalations through digital and phone channels.

Collaborated with technical teams to resolve service issues promptly.

Identified trends in customer inquiries to help improve service delivery and communication to

EDUCATION

2016

- Omdurman Islamic university**
Computer science

SKILLS

- Social media monitoring and & engagement
- Community management
- Digital Customer service
- CRM & HubSpot Tool
- Loyalty & relationship building
- Communication & Investigative skills
- Feedback analysis &Trend identification

CERTIFICATION

- Google Digital Marketing & E-Commerce – Google, Issued July 31, 2025
- Google IT Support Professional Certificate – Google
- HubSpot Sales Hub Software Certified – HubSpot Academy
- HubSpot Service Hub Certified – HubSpot Academy

LANGUAGE

- Arabic

- Native
- **English**
- Fluent

TECHNICAL TOOL

- HubSpot CRM

Social Media Platforms (Facebook, X/Twitter, Instagram, LinkedIn)

Google Workspace

Zendesk (basic knowledge)