

Mohammed Alsadig Ameer Nabeel

Technical Support Specialist at HUAWEI | Customer Service, Sales & Collections Professional | Computer Science Graduate | Skilled in Customer Communication & Business Growth | Passionate About Cloud Computing & AI

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👤 SUMMARY

Results-driven Technical Support Specialist at Huawei and Computer Science graduate with strong business understanding and experience in customer service, sales, collections, and client relationship management, including automotive and real estate sales. Skilled in troubleshooting technical issues, delivering high-quality customer experiences, and working effectively in fast-paced environments. Passionate about cloud computing, AI, and technology, currently developing cloud expertise through the AWS Cloud Support Associate Certificate program while continuously expanding skills in programming and modern technologies.

🧰 PROFESSIONAL EXPERIENCE

Technical Support Agent(Live Chat), HUAWEI 09/2025 – 02/2026 | Cairo,Egypt

- Deliver technical support via Live Chat across smartphones, tablets, laptops, routers, audio and wearables devices
- Handle multiple customer conversations simultaneously (2+ chats, increasing during peak periods) while maintaining service quality
- Troubleshoot hardware, software, and AI-powered features efficiently
- Handle customer inquiries including orders, returns, replacements, and policies
- Maintain high customer satisfaction through clear communication and fast resolution
- Collaborate with internal teams to resolve complex technical issues

Collection Agent(Etisalat UAE Account), Creditors Management Solutions 01/2025 – 09/2025 | Cairo, Egypt

- Managed overdue customer accounts through outbound and inbound phone calls, negotiating repayment plans and ensuring timely collections
- Resolved billing issues and handled customer disputes with professionalism
- Maintained consistent follow-up to improve collection efficiency and customer commitment
- Consistently exceeded monthly collection targets and ranked as a top
- Awarded Top Achiever - 2nd Quarter 2025
- Awarded Top Achiever - June 2025

Real Estate Sales Representative, Independent Practice 03/2018 – 04/2023 | Khartoum, Sudan

- Identified client needs and delivered tailored residential and commercial property solutions
- Conducted property viewings, delivered persuasive presentations, and negotiated deals successfully
- Managed documentation and ensured smooth transaction processes
- Closed multiple deals, achieving sales targets and building long-term client relationships

Automotive Sales Executive, Car Dealership in Khartoum 01/2018 – 04/2023 | Khartoum, Sudan

- Identified customer needs and recommended suitable vehicles based on budget and preferences
- Presented and demonstrated vehicle features, highlighting performance, safety, and technology
- Negotiated pricing and financing options to close deals successfully

- Built strong customer relationships, driving repeat business and referrals
- Maintained up-to-date knowledge of vehicle models, market trends, and competitors

Administrative Assistant, Selected Seeds Company

02/2019 – 12/2022 | Khartoum, Sudan

A company focused on agricultural seed production

- Managed daily operations, including document preparation and event coordination
- Contributed to process optimization and timely project execution

EDUCATION

Bachelor OF Computer Science, University OF Science & Technology

09/2018 – 03/2025 | Sudan

Skills

Customer Service & Communication

Excellent communication skills across voice, chat, and CRM platforms, with strong experience in case management, complaint resolution, customer retention, and delivering professional service under pressure.

Sytems & Digital Skills

Proficient in Microsoft Office, CRM systems, and digital tools. Strong internet research skills with solid understanding of Computer Science fundamentals and continuous interest in Artificial Intelligence and emerging technologies.

Performance & Business Growth

Consistently exceeding KPIs and targets through problem-solving, efficiency, and strong customer engagement, contributing directly to revenue growth and business success.

Sales & Collections

Proven ability in sales negotiation and closing across automotive and real estate sectors, with strong experience in customer persuasion, objection handling, and high-performance collections for Etisalat UAE accounts.

Technical Support

Expert in troubleshooting mobile devices, tablets, PCs, routers, and smart systems, including software/hardware issues, connectivity problems, and AI-powered / HarmonyOS features support.

Teaching Skills

- Ability to teach primary-level students (Grade 1 – Grade 5)
- Subjects: Mathematics, ICT, Computer, and English
- Skilled in simplifying concepts and explaining lessons in a clear and engaging way

AWARDS & ACHIEVEMENTS

Top Achiever - June 2025,
Creditors Management Solutions (Etisalat UAE Account)

08/2025

Top Achiever - 2nd Quarter 2025.,
Creditors Management Solutions (Etisalat UAE Account)

08/2025

LANGUAGES

English
Fluent

Arabic
Native

Courses

AWS Cloud Support Associate(Active), Amazon

Artificial Intelligence Fundamentals , IBM

AI For Business Professionals, HP

Python and other programming languages courses