

Amel Abdalmonim

Customer Retention Specialist

PROFILE

Results-driven Customer Retention Officer with a proven track record of successfully implementing strategies to enhance customer loyalty and satisfaction. With 3 years of experience in the field, I possess a deep understanding of customer behavior and leverage data-driven insights to identify opportunities for retention and reduce churn. Skilled in developing and executing targeted retention campaigns, I have consistently exceeded retention goals and improved customer satisfaction scores. My strong interpersonal and communication skills enable me to build and maintain strong relationships with clients, while collaborating with cross-functional teams to implement customer-focused initiatives. With a customer-centric mindset and a passion for delivering exceptional service, I am dedicated to driving customer loyalty and contributing to the growth and success of the organization. Bilingual English/Arabic.

EXPERIENCES

Maxnet Sudan | Mar 2020 - Present

Customer Retention Officer

- Follow up with customers and resolve their complaints.
- Communicated with customers and sales representatives.
- Analyze customer behavior.
- Gather information about customer complaints.
- Develop aggressive retention strategies based on customer feedback.
- Negotiate with customers to renew contracts and retain business.
- Meetings with the sales team to propose customer retention solutions.
- Built positive relationships with customers and business associates.



Single



Sudanese



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EDUCATION

B.Sc. (Honors) in Communications
Systems Engineering | University of
Science and Technology , Aug 2012

Master of Business and Administration |
Garden City University , Feb 2020

LANGUAGES

ARABIC

ENGLISH

Applications

NMS

OSS (E\)

M2000 (HUAWEI)

NetNeuman (ZTE)

LTE

MS Office

Skills

Communication Skills

Flexible Team Player

Project Management

Conflict Management

Negotiation Skills

Time Management

Detail Oriented

Customer Retention

Customer Service

Sales

Maxnet Sudan | Sep 2019 - Dec 2019

Wireless Engineer

- Conduct site surveys.
- Execute testing of fresh wireless devices.
- Manage devices, tools and cable inventory.
- Formulate optimization practices, extension, power settings and antenna clearance.
- Outline RF solutions supporting trade needs.

Huawei Ltd | Jan 2014 - Mar 2015

NMC Engineer | MTN MS Project

- Monitoring NW in term of availability and Performance for Radio , Transmission and Core.
- Preparing Availability reports .
- Managing trouble tickets and incident reporting.
- Perform escalation and notification to keep management and other business units informed during system outages.
- Follow up issues and incident until confirming resolution

MTN Sudan | Aug 2013 - Dec 2013

BSS Engineer

- Handle all BSS tasks from BSC acceptance and monitoring to sites integration and operation and performing both software and hardware upgrade.
- Handle troubleshooting to solve (2G&3G) RAN network problems.
- Supervise the network for BSC, RBS and TRC.
- Integrate new network elements (RBS).
- Operate with Vendor to solve escalating issues.
- Run daily Health check of all RAN elements (BSCs, RNCs, BTSs, NodeBs, TCs).

MTN Sudan | Jan 2013 - July 2013

Quality Engineer

- Preventive maintenance and Checking BSC & BTS (ZTE , Ericson , Huawei) sites alarms (TXN , External , links status ..).
- Quality Audits to validate network status.
- Manage Vendors delivery perfromacne and quality