

Sudan Main activities and responsibilities: Handle inbound customer inquiries, complaints, and requests promptly and professionally Provide accurate information about products, services, and company policies to customers Assist customers with placing orders, processing returns, and resolving billing issues Upsell and cross-sell products and services to meet or exceed sales targets Document customer interactions accurately and thoroughly in the CRM system Follow up with customers to ensure satisfaction and resolve any outstanding issues Collaborate with team members and supervisors to achieve departmental goals and objectives.