

Mayada Ahmed Ibrahim Curriculum Vitae

More than 6 years' experience providing customer support in busy call center environments as well as customer support help desk, showing an unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. Build strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes. In addition to, practicing administration and office management.

Personal data:

Name	Mayada Ahmed Ibrahim ELhaj	Nationality	Sudanese
Date of Birth	25th June1988	Religion	Muslim
Place of Birth	Omdurman	Marital Status	Single
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Education:

2018	Master of MBA at Al ribat university
2011	BA (Honours) in Urban Sciences Department of woman developmentFaculty of Urban science AL-zaïem Al-azhari University.

Trainings:

2016	CRM- Global Data Driven Marketing Course Certificate Hyundai Motor Company
2014	Project Management PMP Preparation Course Sundanese Centre for Engineering and Environmental Studies
2014	ISO 9001:2008 Quality management system workshop Sundanese Centre for Engineering and Environmental Studies
2011	Nutrition Workshop (CMAM)Community Management Acute Malnutrition GOAL Organization
2009	Computer Application Training Documentation and Information Center National Center for Research - Ministry of science and technology.

Volunteering Work:

(2014 until now)Sudan Project Management Forum (SPMF)

I joined the forum team as volunteer to help in office managerial tasks, and helped in registration and directing the guests in the event day

June. 2010 April .2011 Social workerGeneral Secretariat of Youth - Karary Locality

Distribute aids to the poor people at hospitals, schools, houses etc.

Supervise micro-grants credits and conduct monitoring visits to beneficiaries.

Organize trainings on first aids, computer application, English language , etc

Organize social gatherings for adolescence, exhibitions and awareness sessions to build their capacities.

April to May2010 Reflect Assistant GOAL Organization – KassalaProgramme

Monitor and supervise Goal REFLECT circles at field sites.

Liaise with the adult education department.

Attend meetings on regular basis to provide project updates and share relevant information with the project team.

Assist the projects staff in accomplishing project review.

Provide logistical support for all project training courses, seminars and workshops as well as the graduation celebrations.

Prepare and submit reports on weekly and monthly basis.

Assist in arranging programs for in-coming and out going official missions, make appointments with project stakeholders, including logistical arrangements and secretarial assistance.

Represent the organization in the general meetings, national events, etc.

Conduct data entry and prepare the circles participants' cards.

Maintain good filing system and update data base information.

Perform the reports compilation.

Work Experiences:

16th March 2017 To 31 April 2018 As Indoor Sales Executive, at **Artijal General Trading Enterprises (Distribute TVS Indian)**

Major responsibilities:

- Develop ,build and manage a client base of walk in customer
- New Clients Via Sales Calls, Direct mail, Email and in house Events
- Attend Customer Walk in showroom. Understand Need of product, guide Accordingly ,Close the sale
- *Follow Up on Lead Generated Through walk in Date, Emails and Promotional Events
- *Arrangements of showroom display and maintain

- *Attending Team Meeting and sharing best practice with colleagues
- *Negotiation on price, Costs, Delivery and specifications with buyers and managers
- * checking the quantities of goods on display and in stock
- *Recording sales and order information and sending copies to department head
- *Reviewing my own sales performance .aiming to meet or exceed targets
- *Send weekly. monthly reports ensure targets are reached as per plan

June 2014 to 2016 March Customers support officer at **Elbarbary Engineering Company**

Major responsibilities:

- Determine requirements by working with customers.
- Answer inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- Maintains call center database by entering information.
- Keeps equipment operational by following established procedures; reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

May 2013 to June 2014 Customer care service agent at **MTN Sudan**

Major responsibilities:

- Handle incoming customer calls using a variety of call center technologies and telephony platforms.
- Handle customer queries, complaints and concerns in a professional manner.
- Maintain Call Centre standards for customer service levels
- Agree and strive to consistently deliver to individual and team performance objectives.
- Monitor own progress against personal development plan.
- Quickly and efficiently able to input, update, delete, add, amend customer data into MTN's customer database.

- Operate IT applications such as Internet, Intranet, email and windows applications
- Escalate customer calls to contact center supervisor/manager in line with business rules.
- Ensure compliance with all applicable policies & regular requirements on Information security

July.2011 to July.2012 Customer care service agent (trainee) at **Zain Sudan**

Major responsibilities:

- Handle incoming customer calls using a variety of call centre technologies and telephony platforms.
- Handle customer queries, complaints and concerns in a professional manner.
- Maintain Call Centre standards for customer service levels
- Agree and strive to consistently deliver to individual and team performance objectives.
- Monitor own progress against personal development plan.
- Quickly and efficiently able to input, update, delete, add, amend customer data into ZAIN's customer database.
- Operate IT applications such as Internet, Intranet, email and windows applications
- Escalate customer calls to contact center supervisor/manager in line with business rules.
- Ensure compliance with all applicable policies & regular requirements on Information security

January.2009 to October.2010 Office manager at **Shureh center for low studies.**

Major responsibilities:

- Organize office operations and procedures
- Supervise office staff (guards and cleaners)
- Prepare time sheets
- Review and approve supply requisitions
- Liaise with other agencies, organizations and groups
- Maintain office equipment ensuring that there is adequate supply of stationery and equipment.
- Handling customer complaints and inquiries.
- Resolve disputes in the office.
- Managing filing systems;
- Developing and implementing new administrative systems, such as record management.
- Recording office expenditure and managing the budget.
- Maintaining the condition of the office and arranging for necessary repairs.
- Carrying out staff appraisals, managing performance and disciplining staff.
- Holding meetings with senior management to review performance.

- Involvement in management discussions on the center's policies and strategic development;
- Arranging regular testing for electrical equipment and safety devices;
- Using a variety of software packages, such as Microsoft Word, PowerPoint, Excel, etc., to produce correspondence and documents, and maintain presentations, spreadsheets and databases;
- Arranging meetings, taking minutes and keeping notes;
- Managing the resource center
- Conduct office inventory.

July to August 2007 to *Social worker* at **Alkartoum Bahry Mental Hospital**

Major responsibilities:

- Undertaking and writing up assessments (often with medical staff), which meet specified standards and timescales;
- Provide counseling or therapy to mentally disturbed, delinquent, or handicapped children.
- Support children's emotional and social development, encouraging understanding of others and positive self-concepts.
- Conducting interviews with the patients and their families to assess and review their situation.
- Offering information and provide support to the patients and their families.
- Organizing and managing packages of support to enable patients to lead the fullest lives possible.
- Participating in multidisciplinary teams and meetings, for example child protection, mental health.
- Monitoring the provision of services to children and young people.
- Maintaining accurate records and preparing reports.
- Write up case studies.

Reference

Available upon request