



Personal Information:

Full Name: Mohamed Abdalla Osman Seedon

Gender: Male

Marital Status: Married

Date & Place of Birth: Port Sudan / June 2nd, 1975

Nationality: Sudanese

Home address:

Block # 7, Blot # 135, Al Fayhaa, Al Haj Yousif Locality, Khartoum North

Work address:

Parts Sales and Service, CMD, Tel: +966 16 532 9042, Fax: +966 16 533 1509, Mobile: +966 504 193 771. Zahid Tractor, P.O. Box 1510, Hail, Kingdom of Saudi Arabia.

Mobile # +966504193771

Home # +249912489323 or +24991221001 (Sudan)

Email: mseedon@gmail.com, mseedon@zahid.com

Experience:

Company Name: Construction Machinery Division - Zahid Tractor – Zahid Group, Caterpillar Dealer in KSA

Designation: Parts Sales Counter Supervisor

City / Country: Riyadh, KSA

From – To: October 15th 2014 – Current position

Responsibilities:

- Supervise and coordinate the activities of Counter men;
 - Prevent counter complaints/reports by the POM either for improper handling of the customer's account before the incumbent has made every effort to correct the problem or for delays in order taking time at the counter or the phone;
 - Maintain accurate reference material;
 - Ensure Parts book inserts and NPR changes are made within two days of receipt;
 - Ensure Technical parts grams and sales material is read and discussed with each Counter man;
 - Maintain and update current Parts books for all allied equipment;
 - Locate all previous day's Depot B/O's declared urgent by customers before close of the second business day;
 - Maintain and update NPR within 7 days of receipt of supplements;
 - Maintain Parts catalogues and ensure all inserts in place within 7 days of receipt;
 - Report machine sales lead POM the same day;
 - Report competitive machine activity;
 - Report Lost Sales and competitive machine problems to POM the day these are received;
 - Report potential Service sales, major overhaul and potential sale of a Service jobs to POM the same day;
 - Responsible for incremental business;
 - Update the Counter men with the day to day Company policies regarding the incremental sales (. Reman, Chloride Batteries etc.);
 - Division of Labor; correctly assign priorities thereby utilizing staff to the optimum level;
 - Ensure team members are adequately trained and proficient in handling the diversified job functions associated with a small satellite outlet.
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- Report to POM the operational matters on a daily basis and report immediately any internal or customer related problems for prompt action to avert a crisis.
 - Maintain a record of number of customers complains
 - Maintain parts Allocation percentage records.
 - Negotiate and close Parts deals independently and without losing any sales, unless for carefully defined reasons and without prior consultation with POM.
 - Willing and capable of passing on gained skills to Trainees under his supervision, in line with related Department's Trainees.

Company Name: Delta Logistics Africa – Elnefeidi Holding Group

Designation: Commercial Supervisor,

City / Country: Port Sudan

From – To: December 5th 2013 – September 2014

Responsibilities:

- Facilitate the implementation of the ongoing contracts vs. operations and planning for potential engagements, in liaisons with the stations fleet operations manager and the marketing department.
- Supervision of Loading and offloading officers on daily bases while performing the loading procedures

(confirmation of the total Cargo per pieces and tonnage)and manifest issuance.

- Ensure that all routes are properly set up for the delivery and pick up of freight.
- Monitor all scheduled tasks (proper Cargo documentation export or custom release certificate obtained,
- Loading, onboard manifest issuance and unload) to ensure that they are efficiently achieved,
- Invoicing and claims concludes the calculations of the delay downtime for financial clearance and projects accounts closure with the clients.
- Monitor & track Cargo manifests and assures safe and exact figures stated is being delivered to the clients, to achieve the client's satisfaction.
- Enhance and Standardize the Commercial department's earnings risk prevention process, to insure the Cargo shortages recovery.
- Developing strategic business relationships while managing inquiries/special requests with key customers and suppliers, resolving any concerns and ensuring corrective actions are taken.
- Focus on insuring full round trip cycles for the on road trucks to grant the maximum targets for unit's production.
- Any other instructed tasks by the management.

Company Name: HE Division - Raiba Land Transport – Elnefeidi Holding Group

Designation: Marketing & Operations Supervisor,

City / Country: Khartoum

From – To: December 5th 2012 – Dec 5th 2013

Responsibilities:

- Marketing Research and operational planning accordingly,
- Contracting and implantation,
- Operational Planning,
- Dispatch operations,
- Tasking, Staffing, and duty roster,
- Division's operations budget, operator's incentives and salary payrolls.
- Record Administration and Reporting.

Company Name: The joint venture of Sadeem Al Kuwait & Al Sawi Engineering & Enterprises (SAKAS J.V.)

Designation: Supply Chain Manager,

City / Country: Khartoum/Gedaref

From – To: April, 1st 2012 – October 15th 2012.

Responsibilities:

- Establish and implement logistics procedures, in line with construction's requirements for a valued project of (13.5) Million Dollars donated by the Kuwaiti Charity.
- Manage and maintain an effective working office for the Civil Engineers & the Consultants assigned to implement the sites, ensuring effective security, supervising subcontracted construction work if necessary.
- Identify, establish and manage accommodation storage facilitates & for the site engineers and the staff

ensuring effective security.

- Establish and implement communications means and protocols.
- Assess & Contract a local construction's materials supplier.
- Establish and implement a fleet management system ensuring documentation, vehicle logbooks, fuel consumption and servicing protocols.
- Establish and implement a supply policy and stock management system.
- Establish and manage an inventory which is kept up to date and in compliance with SAKAS J.V. procedures.
- Manage Guards, Drivers and Logistics staff in line with good organizational practice.
- Support and Manage the Logistics Assistant.
- Act as a focal point for the maintenance and repairs of assets, liaising with the appropriate staff to arrange quality repairs of reported damages or needs in a timely manner.
- Cover essential duties in the absence of other personnel
- Represent SAKAS J.V. when needed on supply related matters with the counterparts events.
- Contribute to the adherence of all safety & security guidelines
- Other duties as assigned by the Heads of the J.V

Company Name: The United Nations Industrial Development Organization UNIDO Sudan

Designation: Marketing Consultant,

City / Country: UNIDO Field Office, Khor Kelab, Sudan

From – To: May 15th 2011 – 31st Dec. 2011

Responsibilities:

- Work with local authorities and fishers from the communities of Suakin, Mohamed Gol and Osief (Shanty Towns) to develop strategies for re-organizing existing fishing cooperatives into business-orientated fishing associations.
- Identify skills that cooperative members do not possess - or are limited - but are important to the successful operation of a business-orientated cooperative and develop training curricula to address limitations.
- Working closely with the NPC, develop business linkages or modes of cooperation between the cooperatives and micro enterprises established by the project.
- In collaboration with the NPC and government counterparts, develop a mechanism for the management of landing sites to be established under the project
- Provide follow-up support to cooperatives on any issues identified by the cooperatives themselves or the project.
- Provide progress reports on a weekly basis to the CTA, NPC and the Project Manager.

Company Name: The UNDP Sudan Crisis & Risk Mapping and Analysis (CRMA) Project

Designation: National Capacities Development Officer,

City / Country: Stationed in Khartoum with extensive travel to Eastern Sudan.

From – To: Oct 2007 - Dec 2010

Responsibilities:

- Collect and analyze crisis and recovery related information through participatory processes with the various stakeholders and pre-process the information for the crisis and recovery mapping database;
- Maintain and coordinate “Priority Information Requirements” with all relevant information collection providers and stakeholders and ensure regular update of the CRMA collection plan;
- Ensure the timely input of baseline information and analysis for production of products (strategic assessments, crisis and recovery assessments; early warning/critical information reports, thematic reports) produced by the CRMA;
- Provide briefings to senior UN staff and visiting VIPs;
- Liaise with other organizations (UN, NGOS, international agencies, national counterparts) in order to identify information gaps, support inter-operability and data exchange, promote inter-agency collaboration, and provide support when appropriate;
- Support to state and partners’ strategic planning processes as a result of their experience with the CRMA processes, with a focus on capacity development;
- Support to development of a CRMA strategy and plan for capacity development of state and partners for 2010 - 2011;
- Other duties as may be required by the Head of the CRMA.

Company Name: United Nations Mission In Sudan (UNMIS)

Designation: National DDR Officer

City / Country: Kadugli SKS, Sudan

From – To: Jan 2007 - Oct 2007

Responsibilities:

- Support the national Disarmament, Demobilization and Reintegration (DDR) Commissions at State level in all aspects of programme implementation.
- Assist with the identification and assessment of partners to implement disarmament, demobilization and reintegration activities
- Participate in the organization of workshops for training and dissemination of information on DDR and community security activities
- Provide effective liaison with the local actors in the implementation of reintegration activities,
- Assist in supervising and monitoring local social and economic reintegration activities.

Company Name: United Nations Mission In Sudan (UNMIS)

Designation: Vehicle Dispatcher

City / Country: Khartoum, Sudan

From – To: Dec 11th 2004 – Jan 31st 2007

Responsibilities:

- Identification of all routine transportation requirements in UNMIS, Headquarters, Khartoum and the Regional offices and prepares, implements and controls appropriate methods to cater for those requirements. Validates all transportation requests and arranges route planning and reconnaissance,
- Establishes service timetables and driver rosters.
- Coordinates the provision of ad-hoc transportation services to meet all requirements including staff and equipment movement for operational duty purposes.
- Ensures the constant availability of vehicles for temporary assignment in support of one-off and emergency tasks as directed by the Chief Transport Officer.
- I've served UNMIS transport Section during the establishment of the mission's fleet Sudan wide, participated on the forces and equipments mobility assessments and arranged the required facilitates accordingly.

Company Name: Oil & Natural GAS Petroleum Corporation (ONGC)

Designation: Community Development Office Assistant

City / Country: Unity State & Khartoum, Sudan

From – To: Jan 2000 - Dec 2004

Responsibilities:

- Follow-up, record/document, purchase and facilitates the delivery of company's donations to Khartoum Hospital.
- Follow-up, record/document, purchase and facilitates the provision of company's donations to Orphanages.
- Follow-up, record/document, purchase and facilitates the (Artificial Limp Camp) activities process.
- Follow-up, record/document, purchase and facilitates the company's support to the Youth and sports.
- Follow-up, record/document, purchase and facilitates the company's donations to the schools.
- Follow-up, record/document, purchase and facilitates in respond to the report of the Company's clinics in the concession areas at (Rubkona) & (Pariang) in the Unity State- Sudan;
- prepare the Medical requirements (Drugs & Medical equipments), follow up with packaging,
- Arrange for safe shipping from Khartoum to ONGC clinics in the Unity State. 3. Prepare & Design the Community Development's project & programmes for media.
- Arrange and record administrative conferences & Media coverage of the official events related to the company's Community Development activities.
- Monitor & translation of the daily Sudanese newspapers featuring any related news to the Oil business, the Community Development and India.
- I suggested a plan for reducing the cost of delivering medicines by road for the less urgent requirements, instead of by air, thereby creating a 35% reduction in financial costs.

Education:

Degree Name: Bachelor of Technology/Engineering (Mechanical)

Level Attended: Graduation

Institute: Faculty of Engineering and Technology, Annamalai University

Address: Annamalai University, Annamalai Nagar, Chidambaram, Tamil Nadu, 608002, India

Session: April 1998 – Sep 2001

Major Subjects: Mathematics, Mechanical of Material, Manufacturing Process, Fluid & Machines, Machine Design and Drawing, Thermal Power Engineering, Statistics, Fluid Mechanics, Workshop Special Mechanics, Industrial Management, Computer Aided Design, Power Plant Engineering, Independent Study Seminar, Materials Science lab, Projects and Operations Management, trilogy & Measuring Instruments, Theory of Machines, Technical Communication, Industrial Training, Communication Techniques, Discipline & General Proficiency, Production Technology, Corporate Communication, Material Science Lab, Dynamics, Electronic Circuit, Hydraulic and Panamatics, Technical Communication and Machine tool technology,

Degree Name: High School Diploma

Level Attended: High School

Institute: Teachers Union of El Shaikh Jabir Alsabbah Boys School

Address: Ed'daroshab North, Khartoum North, Sudan

Session: March 1993 - May 1996

Language Skills

Arabic:	Speaking = Native	Reading = Fluent	Writing = Fluent
English:	Speaking = Fluent	Reading = Fluent	Writing = Fluent

Skills & Courses Attended

- SAP Business Solutions, ERP, ATLAS, Mercury.
- Certified Cat Financial Dealer Sales Professional
CAT SIS Software and online parts manual.
CAT Dealer AS400 System.
- AccuGrade Office Software
- Basics of Electricity for Electric Power
- Beyond the Deal
- Business Value Proposition - (English)
- Cat Financial: Winning the Deal
- Cat G.E.T. for Surface Extraction

- Caterpillar Leadership Framework: Module 1 - Introduction and Caterpillar Leadership Competencies
- Caterpillar Leadership Framework: Module 2 - Leadership Styles
- Caterpillar Leadership Framework: Module 3 - Work Climate
- Caterpillar Parts Value Story
- Close The Sale - (English)
- Closing for Parts Counter Advisors
- Coaching for Excellence Course 1 - Defining Excellence
- Coaching for Excellence Course 2 - Leadership Excellence
- Coaching for Excellence Course 3 - Supporting Excellence
- Coaching for Excellence Course 4 - PAR/T
- Coaching for Excellence Course 5 - Coaching: It is all about the Delivery
- Coaching for Excellence Course 6 - Power of Recognition
- Coaching for Excellence Post-Assessment
- Communication for Parts Counter Advisors
- Consultative Selling - (English)
- Consultative Selling for Parts Counter Advisors
- Continuous Learning for Parts Counter Advisor
- Counter Sales Care for Parts Counter Advisors
- Cross Selling and Value-Based Selling for Parts Counter Advisors
- Customer Care for Parts Counter Advisor
- Customer Interaction - (English)
- Customer Retention and Care - (English)
- Delivering Advanced Customer Service Solutions - Introduction
- Delivering Advanced Customer Service Solutions - The Buying Profiles
- Delivering Advanced Customer Service Solutions Post-Assessment
- Delivering Advanced Customer Service Solutions Skill Focus: Connect and Qualify
- Delivering Advanced Customer Service Solutions Skill Focus: Consult and Close
- Delivering Customer Service Solutions - Skill Focus: Connect and Qualify
- Delivering Customer Service Solutions - Skill Focus: Consult and Close
- Delivering Customer Service Solutions - The Foundation
- Delivering Customer Service Solutions Post-Assessment
- Drive Train Quality Difference
- Generator Systems - (English)
- Global Petroleum Transmissions - Sales
- Industrial Power Information Resources
- Introduction to Service Recovery - (English)
- Introduction to Tier 4 Interim ACERT Technology - Sales
- Life of a Deal - Course 2 of 3
- Life of a Deal - Course 3 of 3
- Life of a Deal : Course 1 of 3
- Machine Pro - Earthmoving Jobs (English)
- Machine Pro - Earthmoving Materials
- Machine Pro - The Cat Machine Product Line - (English)
- Machine Pro - The Caterpillar Story - (English)
- Machine Pro -The Cat Dealer Organization - (English)
- Marine Auxiliary Power
- Marine Bundled Repair Solution

- Marine Electronics
- Marine Information Resources
- Marine Propulsion
- Mastering the Mechanics of Telephone Communication
- MWL Medium Wheel Loader 950 GC Overview Part 1 EAME (English) (M)
- MWL Medium Wheel Loader 950 GC Overview Part 2 EAME (English) (M)
- MWL Medium Wheel Loader 950 GC Overview Part 3 EAME (English) (M)
- Negotiation - (English)
- Opportunity Management - (English)
- Parts Pro - Cat Classic Parts (M)
- Parts Pro - Cat Contamination Control & S.O.S. Services - (English)
- Parts Pro - Cat Electronics - (English)
- Parts Pro - Cat Engine Basics, Components and Systems - (English)
- Parts Pro - Cat Engine Maintenance and Repair Options - (English)
- Parts Pro - Cat Engine Product Line and Applications - (English)
- Parts Pro - Cat Filters: Increasing Component Life - (English)
- Parts Pro - Cat Fluids - (English)
- Parts Pro - Cat G.E.T. for Dozers and Wheel Loaders - (English)
- Parts Pro - Cat G.E.T. for Excavators, Motor Graders and Other Products - (English)
- Parts Pro - Cat General Usage Products - (English)
- Parts Pro - Cat Hydraulics - (English)
- Parts Pro - Cat Tires (M)
- Parts Pro - Drive Train - (English)
- Parts Pro - Remanufactured Products - (English)
- Parts Pro - Undercarriage Part A - (English)
- Parts Pro - Undercarriage Part B (English)
- Petroleum Bundled Repair Solution
- Power Net - Your Electric Power Resource - (English)
- Product and Solution Understanding for Parts Counter Advisors
- Product Link NPI Sales Training - (English)
- Qualifying for Parts Counter Advisors
- Relationship Development - (English)
- Relationship Development for Parts Counter Advisors
- Reman Parts Identification and Look Up
- Research and Systems Proficiency for Parts Counter Advisors
- Responding To Customer Concerns
- Selective Catalytic Reduction (SCR) and Diesel Exhaust Fluid (DEF) Sales Overview
- Selling the Cat Undercarriage Portfolio (M)
- Selling the Right Cat Undercarriage for the Job (M)
- Telephone Communication: Counter Sales Representative
- Tier 4 Final Technology Sales Overview
- Tier 4 Interim Aftertreatment - Sales
- Tier 4 Interim Regeneration - Sales
- Tier 4 Interim/Stage IIIB Exhaust Emissions Regulations - Sales
- Time Management for Parts Counter Advisors
- Understanding Cat Safety Resources and Solutions: Counter Sales Representative
- Understanding Condition Monitoring (CM) - (English)
- Understanding the Cat Undercarriage Portfolio (M)

- Understanding the Petroleum Industry - WBT
- Value Proposition for Parts Counter Advisors
- Report drafting, Mind JET Manager, People Soft, Lotus Notes databases.
- E-PAS staff Performance Appraisal Systems,
- Excellent command of MS Windows Applications,
- Geographic Information System Software's,
- Office Equipments, Projectors,
- Certified Off-Road & Defensive Driving,
- Radio Communication HF an VHF,
- Global Positioning System GPS,
- Advanced Computerized Vehicle's Mechanical Course,
- Fire Fighting Courses by the Sudan Civil Defense Forces,
- First Aid Courses by Talisman Medical Advisor,
- International Traffic Rules & Regulations Course by the Sudan Traffic Police Department,
- United Nations DPKO Fleet Management,
- The UN Advance Security in the Field Course,
- The Safe & Secure Approach to the UN Field Environment course,
- Close Protection Tactical Driving training (Armored Vehicles),
- General and Valid Sudanese Driving License.
- **Private and Valid Saudi Arabia Driving License.**
- Authorized driving the UN Heavy Trucks towing trailers double axels and Buses that carry (50) Passengers and more UN Driving License Category (E).

References

- Mr. Mohamed Osman Omer Elnefeidi, Board Member, Elnefeidi Holding Group, Contact # +249123456708, E-mail m.osman@elnefeidigroup.com.
- Retired Col Dareya S. Sangwan (Mr.), General Manager Commercial, Q'Max Solutions Inc. Contact # 919818398593, E-mail: dssangwan@qmaxindia.co.in
- Mr. Fadi Labadi, Products Support Manager, flabadi@zahid.com