

# HADEEL SALAH



## Contact

**Address:**

Khartoum -AL Mamura

**Phone:**

+249 - 915388531

**Email:**

toyasalah2000000@gmail.com

## Languages

**Arabic:**

I am fluent in Arabic, both speaking and writing

**English :**

Very good level of speaking and writing.

## Summary

Hard worker, skilled, dedicated, with a successful background in leading highly performing teams. Tactical and inspiring team member, challenge seeker ready to join an organization with future business plans for growth.

## Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused
- Computer Skills

## Experience

**Exhibition manager “- 01/2016 to 07/2017**

**TAP Medical Company, Khartoum**

- An internal marketer that in charge of contracts with companies and institutions that are interested in the company's products.
- Training new employers to identify products and their characteristics.
- Submitting daily reports to senior management
- In charge of the annual review of the income

**Customer Care Clerk “- 09/2017 to 10/2018**

**Zain Telecommunications, Khartoum**

- Dealing with customer problems and scheduling incoming calls from them according to an accurate classification system.
- Dealing with complaints according to a detailed program and transfer any complaint to the department responsible for handling it.

## Courses:

---

**MICROBIOLOGY LABORATORY** Intensive training program in the microbiology laboratory at

College of science and Technology

**INTEGRATED FIRST AID**

New Horizon Institute

**MARKETING**

Master solution Institute

---

**Sales Executive “- 10/2019 till Now**

**Paradise Hotel, Khartoum**

- Make the required reservations via e-mail, phone call, or guests coming through the reception and hand them over to the responsible operator with a delivery list designed by the sales department.
- Providing price quotations for companies, organizations, embassies and agencies at the corporate rate and clarifying the terms of the reservation according to it.
- Sending the biform invoices upon the customer's request and clarifying the available payment methods according to the currency used shown in the price offer sent in advance.
- Adjusting the prices sent to customers in the local currency from time to time according to the change in dollar prices.
- Conducting a periodic survey of reservation prices in hotels with the same tourist class to ensure that the reservation prices are appropriate and competitive.
- Follow-up complaints and find solutions to them in cooperation with the various departments of the institution to satisfy the customer and gain his trust.

## Education

---

- Al Neelan University - School of science and technology  
BSc. in Microbiology.
  - Intensive training program in the microbiology laboratory at college of science and technology- Al Neelan University.
-