



MOHAMMED ABUZAID AHMED HASSAN
Mechanical Engineer

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DOB: : 21-10-1990

Nationality: **Sudanese.**

Driving License: **having license**

Living: **Khartoum Sudan**

Summary:

Mechanical Engineer who collaborates with large teams to implement successful problem solving strategies. Analytical focused on applying sound engineering principles using both traditional and innovative methods. High energy Mechanical Engineer who skillfully manages the demands of the job and inspection process. Motivated and highly effective at finding the best methods possible to complete exceptional construction projects. Strong knowledge of mechanical engineering principles and concepts. mechanical engineer who collaborates successfully with skills, owners and construction staff to complete multi-million pound projects. Also familiar with preparing and negotiating contracts with clients and suppliers. Provides clear direction and explains plans and contract terms in a clear and understandable way. Safety-conscious and detail-orientated.

Objectives

To apply for Mechanical Engineering Position where my knowledge and educational background as well as the experience for the benefit of the company.

EMPLOYMENT EXPERIENCE

(MTN SUDAN: Elico (main contractors for MTN-SUDAN) Customer Relation Department Oct 2017 - AU 2018 as a contact center team leader.

Role Responsibilities:

- Responsible for 15 call center representatives.
- Follow up customer calls where necessary
- Prepare daily & monthly agent report.
- Monitor & support and follow up performance on daily bases.
- Work with supervisor to achieve the department objective.
- Manage and direct the daily activities of contact center agents.
- Supervise, plan and manage functions concerned to contact center environment.
- Act as an information source and answering operator for agent's questions, assigning tasks.
- Follow up and give instructions as needed
- Carry out performance measurement, and evaluation of all agents to improve their efficiency.

Education & Training:

Mechanical Engineering BC's (Hons. 5 years) 2010 - 2016

(Second Class-Division one) – Blue Nile University - College of Engineering

Courses:

- Firefighting and fire alarm system for modern building and facilities.

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Training:

IDEA FOR ENGINEERING SERVICE	13/11/2016–19/1/2017
CENTRAL TRADING CO.LTD (CTC Group)	27/3/2016–25/5/2016
GARRI ELECTRICAL PLANT	01/02/2016–15/02/2016
KOSTI THERMAL POWER PLANT	12/05/2013– 25/05/2013
SUDAN RAILWAY COOPERATION	08/04/2012– 30/04/2012

Skills

Languages: **Arabic (Mother tongue), English – good**

Interests

Reading, Sport, Computers, Swimming.

References

Available on request