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| E:\PP.jpg MOTHANA MOHAMED KHARTOM , SUDAN  0907344974  mothanaalsayed@gmail.com ABOUT ME Database Administration certified from ORACLE .and IT background .  Experience in banking and finance about 2 years as debts collection officer .  Upgrade my career to Islamic sales executive in ADIB then to senior sales Executive in ETISALAT | MOTHANA MOHAMED  *SALES OPERATION MANAGER SENIOR SALES EXECUTIVE \ DATABASE ADMINISTRATION* EXPERIENCE   (April,2019 - till present) Call Center Operation ManagerTelemedia Group ,sudan  * Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, * identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews. * Develops call center systems by developing customer interaction and voice response systems, and voice networks. * Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades. * Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. * Meets call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. * Prepares call center performance reports by collecting, analyzing, and summarizing data and trends. * Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; bench marking state-of-the-art practices; participating in professional societies. * Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.   (January,2016 -December,2017) SALES OPERATION MANAGERTHE CREST GENERAL TRADING, LLC.  * Develop an in-depth knowledge of company’s products via successful completion of required sales training program, and utilize this knowledge to successfully lead Sales Support operations * Manage a successful sales support team and ensure that the team consistently meets or exceeds daily sales performance metrics. * Work with EVP of Sales to create and maintain a world-class Sales culture, focused on delivering results by providing ongoing coaching and development of sales support staff * Responsible for the development and implementation of new processes and procedures for effective and efficient team operations. *  Continuously research and remain knowledgeable of industry trends and competition. * Provide support to divisional leadership   (April,2014 - December,2015) SENIOR SALES EXECUTIVEETISALAT,ENTERPRISE SECTOR  * Maintains relationships with clients by providing support, information, and guidance. * Closing deals and achieving targets. * Researching and recommending new opportunities. * Finding enhancement opportunities and service improvements. * Prepares reports by collecting, analyzing, and summarizing information. * Discuss client’s needs and provide the right product to satisfy those needs in order to maintain a good relationship with the client and guarantee the reference value.   (AUGUST,2013 -APRIL,2014) ISLAMIC SALES EXECUTIVEABUDHABI ISLAMIC BANK(ADIB)  * Discusses client credit card needs and suggests how to meet those needs * Responsible for showcasing credit card samples and catalogs to clients * Describes the terms of use for the cards and the prices * Follows leads from other clients who may have interest in using the credit cards * Demonstrates to the buyers how the credit card is used   FEBRUARY,2012 - AUGUST,2013) DEBTS COLLECTION OFFICERHADAF ALKHALEEJ DEBT COLLECTION (TAHSEEL)  * Collect outstanding debts from clients and achieve collection target to ensure positive cash flow. * Develop reports on aged debt accounts and days sales outstanding (DSO) reports. * Close a specific number of collection accounts each month to meet assigned target. * Contact debtors and implement repayment schedules and terms.  EDUCATION (2007 – 2010) **BACHELOR'S DEGREE OF COMPUTER APPLICATION** ALLAHABAD UNIVERSITY ,UTTAR PRADESH,INDIA  (2003) THIRD YEAR SECUNDARY SCHOOL RABEE BIN AMER SECUNDARY SCHOOL,ABUDHABI,UAE PROFESSIONAL CERTIFICATES September 2009 :  Certificate course in network technician N+ from NIIT Academy (INDIA).  October 2009 :  Certificate course in PC technician A+ from NIIT Academy (INDIA) .  4th December 2010 :  Successfully completed Introduction to oracle 9i-SQLfrom NIIT Academy (INDIA) .  4th November 2010 :  Successfully completed oracle 9i-program with PL/SQL from NIIT Academy (INDIA) .  2nd January 2011:  Successfully completed course and training in both theory and practical in Basic fire safety and Mock Drills from Safe Fire education training development, Hyderabad (INDIA)  13th June 2011 :  Successfully completed course in oracle database 10 g: Administration workshop I from NIIT Academy (INDIA) .  8th July 2011 :  Successfully completed course in oracle database10 g: Administration workshop II from NIIT Academy (INDIA) .  5th March 2014:  Successfully completed course in oracle database 11g: Administrator II certified Associate (Online Exam 1Z0-053) scored 86%. |
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