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| E:\PP.jpg MOTHANA MOHAMEDKHARTOM , SUDAN 0907344974mothanaalsayed@gmail.comABOUT MEDatabase 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 MANAGER THE 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 OFFICER HADAF 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,UAEPROFESSIONAL CERTIFICATESSeptember 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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