

**Objective**

*Seeking a position where my experience in marketing, banking and positive interaction skills, ability to work well with people can be effectively utilized for*

*.increasing profitability and make positive contribution to the company*

**Name** Sarah Galal Abdelgader Hassaballa

**Date of Birth** 20 –October 1992

**Place of Birth** UAE-Abu Dubai **Religion** Muslim

**Nationality** Sudanese

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 Driving license

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**Education**

**University:**

2010 - 2014 University of Garden City.

Bachelor degree of BusinessAdministration - Marketing.

Honors Degree.

2014 - 2016University of Garden City.

MBA(Master of BusinessAdministration).

**CHRMP(**Certified Human Resource Management Professional**) Secondary School:**

2006 - 2009 El-Maali Secondary School Khartoum

**Work Experience**

***Aljazeera Sudanese Jordanian Bank***

***Human Resource Department***

***Human Resource officer April 2017 - up to date***

* ***recruiting, training and developing staff***
* ***making sure that staff get paid correctly and on time***
* ***pensions and benefits administration***
* ***approving job descriptions and advertisements***
* ***looking after the health, safety and welfare of all employees***
* ***organizing staff training sessions and activities***
* ***monitoring staff performance and attendance***
* ***advising line managers and other employees on employment law and the***
	+ ***employer's own employment policies and procedures***
* ***ensuring candidates have the right to work at the organization***
* ***negotiating salaries, contracts, working conditions or redundancy***

***Customer Service Department May 2016 – March 2017***

***El Amarat Branch***

* Attracts potential customers by answering product and service questions;
* suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information, Resolves product
* or service problems by clarifying the customer's complaint; determining the
* cause of the problem; selecting and explaining the best solution to solve the
* problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments and Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.

***Marina Company for Concerts and Conferences June2014 –April 2016***

***Marketing Coordinator***

* Implements marketing and advertising campaigns by assembling and analyzing sales forecasts; preparing marketing and advertising strategies, plans, and objectives; planning and organizing promotional presentations; updating calendars.
* Tracks product line sales and costs by analyzing and entering sales, expense, and new business data.
* Prepares marketing reports by collecting, analyzing, and summarizing sales data.
* Keeps promotional materials ready by coordinating requirements with graphics department; inventorying stock; placing orders; verifying receipt.
* Supports sales staff by providing sales data, market trends, forecasts, account analyses, new product information; relaying customer services requests.
* Researches competitive products by identifying and evaluating product characteristics, market share, pricing, and advertising; maintaining research databases.
* Plans meetings and trade shows by identifying, assembling, and coordinating requirements; establishing contacts; developing schedules and assignments; coordinating mailing lists.
* Monitors budgets by comparing and analyzing actual results with plans and forecasts.
* Updates job knowledge by participating in educational opportunities; reading trade publications.
* Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Sudanese French Bank May 2014 – June 2014**

**Customer Service –Training**

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service
* inquiries
* Provide pricing and delivery information.
* Perform customer verifications.
* Set up new customer accounts.
* Process orders, forms, applications and requests.

**Systematic Electronic Computer Company March 2014 –April 2014**

* Listening to customer requirements and presenting appropriate offers to make a sale deal.
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails.
* Cold calling to arrange meetings with potential customers to prospect for new business.
* Responding to incoming emails and phone enquiries.

**Skills & Languages**

* Demonstrated skill in managing change and maintaining flexibility in a variety of challenging environments.
* Ability to work in diverse teams and to communicate well with others, good team player
* Ability to work under pressure to deliver a professional result in addition to task to task skills.
* Great communications and presentation skills

**Computer Skills**

* Experience in using the library and the internet to locate and retrieve valuable information & data for both academic and community service projects.
* MS Excel
* MS PowerPoint
* MSAccess
* MS Word

**Language**

* Arabic, mother tongue.
* English,Ability to write clear comprehensive and professional documents, fluent

reading and speaking.

**Activity**

* Reading
* Swimming

**ReferencesAzzashakirSamasu group**

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