

## PERSONAL INFORMATION



Toga Magzoub Yassin Osman

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Sex Female | Date of birth 23 March 1990 | Nationality Sudanese

## WORK EXPERIENCE

2018-now

### Planning Engineer

Printech for Printing and Packaging, Jedian Grop (Gabra Indestrial area, Khartoum, Sudan )

#### Main duties and responsibilities:

- Prepare production plan that optimize production and meet customer's timeframe
- Issue production orders and requests.
- Keep production records for follow-up, analyzing and developing purposes.
- Provide cost estimates for customers' orders depending on its technical specifications.
- Develop demand forecasts (operational forecasts) regularly as part of a demand planning function.
- Review historical sales trends, research demand drivers, prepare forecast data, develop statistical forecast models, and evaluate forecast results.
- Closely coordinate and communicate customer action plans with supply chain department.
- Attending and scheduling meetings with customers as required.
- Manage customers' accounts and keep records of customer interactions and transactions
- Communicate and coordinate with internal departments to provide best service.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Maintain customer databases.

2017-2018

### Teacher

Kids Academy International education system school (Riyad, Khartoum, Sudan )

2014-2016

### Teaching Assistant

Khartoum University (Al-Gamaa Ave, Khartoum, Sudan,)

#### Main duties and responsibilities:

- Facilitate a discussion section and tutorial
- Hold weekly office hours
- Grade homework
- Programming assignments, exams, or projects

2013-2015 **Part- time instructor**

Abdulbary institute for engineering and computer science ( Al-said Abdurrahman Ave, Khartoum, Sudan )

- Teaching courses in HYSYS (Simulation Program for chemical industries)
- Teaching Advanced courses in Microsoft Excel

EDUCATION AND  
TRAINING

2007-2012 **B.Sc Honours In Chemical Engineering (First Class)**

Khartoum University (Al-Gamaa Ave, Khartoum 11111, Sudan )

2013 **Cisco Certified Network Associate**

Cisco Systems, Inc. ( Headquartered in San Jose, California, United State)

2011 **Aspen HYSYS simulation program for chemical industries**

Training centre at Khartoum University (Al-Gamaa Ave, Khartoum 11111, Sudan ))

2014 **Information Technology Infrastructure Library foundation ITILv3**

CBT nuggets (Online course) ([www.cbtnuggets.com/it-training/itil-foundation-certification](http://www.cbtnuggets.com/it-training/itil-foundation-certification))

2020 **Project Management Professional (PMP)**

Certificate under process

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	B1	B1	B1
IELTS : 6.5					

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

Communication skills   ▪ Excellent communication skills

- Job-related skills**
- Excellent self-study ability
  - Capability to work in field, in team or alone, under pressure
  - Good command of quality control processes
- Computer skills**
- Good command of Microsoft Office™ tools (Excel, PowerPoint, Word, etc.)
  - Good command of Windows7 & Windows10 and Internet Browsers
  - Excellent ability to install, configure, operate, and troubleshoot medium-size routed and switched networks
- Other skills**
- Calligraphy

## REFERENCES

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- Dr. MUSTAFA ABBAS MUSTAFA
- University of Khartoum
- Head of chemical Engineering department
- +249121714980
- Mr. Khalid Hassoun
- Jedian Group
- Operations Manager
- +249123447701