



# Ahmed Suliman Elamin

## Senior Sales and Forecast Analyst

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## OBJECTIVE

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Specializing on the data analyzed, Validates, adjusts and assesses demand forecasting at a POS, ensured pricing products are available for all channels, ensuring effective internal communication within the sales, marketing team and customer support and across the company. Analyze actual and forecast demand, yield and revenue using different variables - such as booking class, fare family, customer segment, point of sale, Origin & Destination and Attends and actively participates in regional and national sales meetings.

## EDUCATION

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2012 - 2017

### **Alneelain University**

Bachelor of Science : Electronic Engineering

### **TELECOMMUNICATION**

2017 - 2019

### **Alneelain University**

Master of Science : Electronic Engineering

### **MOBILE SYSTEMS**

## WORK EXPERIENCE

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2019 - 2023

### **Badr Airlines Company**

Planning and optimizing revenue management

- \* Performing route analysis, investigating new route opportunities and developing the airline's destination network.
- \* Co-ordinate with Sales and Marketing to monitor progress on joint projects, planning, co-ordination, implementation and analysis of pricing actions.
- \* Data Analysis - Based on past and present data by using different application.
- \* Cancel flight, change Equipment, creation seat map and estimated plans was creating.
- \* Evaluate market demands and develop strategies to effectively fulfill customer needs.
- \* Monitoring and reporting the potential collaborators and competitor activates and identifying.
- \* Negotiating the agreement terms and closing sales.
- \* Report generation with the help of Microsoft office programs especially MS EXCEL (basic features, advanced formulas, pivot tables, charts, macros etc).

2021 - 2022

### **Badr Airlines company**

Sales executive

- \* Manage the sales process through software programs.
- \* Manage complex negotiations with senior level executives.
- \* Leverage Microsoft technologies, including PBI program to optimize sales processes and enhance customer engagement.
- \* Preparing quotations matching with market demand.
- \* Assisting customer from date of purchase until hand over the items.
- \* Have the capability to generate own leads in the market.
- \* Delivers on weekly, monthly and quarterly sales commitments and manage a profit per segmentations.
- \* Collect and analyze information and prepare data and sales reports.
- \* Attend workshops to learn more technical and professional skills for the job.
- \* Build and maintain professional networks.
- \* Maintains national sales staff by recruiting, selecting, orienting, and training employees.
- \* Determines annual unit and gross-profit plans by implementing marketing strategies, analyzing trends and results.
- \* Business threats and opportunities to Meet and exceed sales targets.

2021

### **Royal Star Travel agency**

Booking Representative

- \* Booking and reservation control system.
- \* Issuing tickets.
- \* social media advertisement.

2019

### **Tazkirty Company**

Booking Representative

- \* Handle calls and confirmed request.
- \* Issuing tickets and review inquiries with customer.
- \* Classification of complain.
- \* Follow communication scripts when handling different topics.

2018 - 2019

### **Zain Sudan Company**

Zain contact center

- \* Manage large amounts of inbound and outbound calls in a timely manner.
- \* Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- \* Keep records of all conversations in our call center database in a comprehensible way.
- \* Frequently attend educational seminars to improve knowledge and performance level.
- \* Meet personal/team qualitative and quantitative targets.
- \* Ability to multi-task, set priorities and manage time effectively.

## CERTIFICATIONS

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2015	Sudanese General Corporation for Radio & TV Transmission.
2017	4th Generation Long term evaluation ( LTE ) in HTC institute in Cairo University.
2017	Closed circuit television ( CCTV ) in KYM Center.
2015	Optical fiber maintenance.
2022	Amadeus Basic reservation course(Khartoum - Sudan).
2022	Dynamic pricing and revenue management (Amman - Jordan).

## PERSONAL PROJECTS

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- \* Learn how to start a business and how to create a business plan.
- \* Develop a professional portfolio you can use in the future.
- \* Position myself for career in the technology industry by improving my skills on computer science and artificial intelligence.
- \* Deliver project to plan ,quickly clear issues and manage stakeholder perceptions.
- \* Performance goals provide specific and measurable targets for our performance.

## SKILLS

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- Project management.
  - Strong decision maker.
  - Complex problem solver.
  - Customer support.
  - Creative design.
  - Service focused.
  - Taking the Job's Responsibility.
  - best leader team of groups.
  - Hard Worker and Quick Learner.
  - Easy to work with multitask.
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