

Almustafa Mohammed Ali

Sales Engineer

Qatari Driving License

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Location: Doha - Qatar

Summary:

As a **Sales Engineer** eager to take on a new challenging role where I can contribute significantly to the success of the company. I have skills in Adobe Premiere, Adobe Photoshop, data entry, typing speed, and proficiency in Microsoft Office. Additionally, I have earned certificates in Product Management Essentials, Introduction to Social Media Marketing from Meta, and Sales and CRM Overview from Salesforce and Pathstream.

Education:

Bachelor of Mining Engineering, Faculty of Engineering.

University of Khartoum - Sudan

Oct2015 - Dec2021

(Second Class).

Work Experience:

Volunteer

Qatar Red Crescent

Eid Gift For The Children Of Gaza

2 Apr - 10 Apr 2024

Volunteer

Qatar Charity and Zero-Waste Green Iftar Volunteer

17th Mar - 20th Mar2024

Graphic Design and Social Media Marketing Officer

Feb - Mar 2024

♦ O-sam Car Care Center - Doha

Tasks and Representative:

- Design logos, Boosters, and video editing.
- Creating and implementing social media strategies.
- Creating and curating content for social media platforms.
- Managing social media accounts and monitoring engagement.
- Staying up-to-date with the latest social media trends and best practices.
- Analyzing data and tracking metrics to measure the success of social media campaigns.
- Collaborating with other departments to ensure that social media efforts align with company goals.

Sales Engineer

Dec2023 - Feb2024

♦ **365 Online Electronic Marketing Services - Doha**

Tasks and Responsibilities:

- Analyze market intelligence, customer feedback, and competitor information to contribute to the development of effective sales strategies.
- preparation of technical proposals, and ensuring alignment with needs of the clients and their expectations.
- Conduct product demonstrations, presentations, and technical discussions to showcase the benefits and capabilities of the services.
- Collaborate with the sales team to identify and qualify potential clients, providing technical support throughout the sales process.
- Address client inquiries and objections in a knowledgeable and professional manner.
- Build strong client relationships and maintain her.

Sales Engineer

♦ **Barakat Spare Parts Limited - Sudan**

Jun2022 - Aug2023

Tasks and Responsibilities:

- Maintain accurate records of sales activities, and order details, process customer concerns or their issues related to spare parts.
- Prepare reports on sales performance, market trends, and customer feedback for Provide technical support during the pre-sales and post-sales phases.
- Collaborate with the customer service team to ensure a high level of customer satisfaction.
- Prepare accurate and competitive quotations for spare parts based on customer requirements.
- Prepare presentations to clients, showcasing the benefits and features of the spare parts.
- Assist customers in identifying the right spare parts for their cars.

Customer Service Representative (Trainee)

♦ **Zain Sudan Company - Sudan**

Feb2022 - Apr2022

Tasks and Responsibilities:

- Making telephone calls with clients to provide further information or to follow up on information previously given if needed.
- Providing good customer service to callers by always demonstrating positive behavior.
- Communicating effectively verbally and in writing in both Arabic and English.
- Demonstrate a high level of empathy during interactions with the caller.
- Work as a team with other colleagues to carry out work smoothly.
- Ensure adherence to company policies, procedures, and practices.

Language:

- Arabic: Native Language.

-English: Very Good

Soft Skills:

- Research and analytical skills.
- Communication Skills.
- Prioritization and Problem-solving.
- Relationship Building.
- Continuous Learning.
- Presentation Skills.
- Willingness to travel.
- Customer Service.
- Negotiation Skills.
- Teamwork.

Skills:

- Microsoft Office(Excel, Word, Power-Point).
- Adobe Photoshop
- Adobe premiere
- Data Entry and Typing Speed.
- AUTOCAD
- Typing Speed.

Courses and Certificates:

- Sales and CRM Overview, from Salesforce and Pathstream - by Coursera Platform Jan2024.
- Product Management Essentials, from University of Maryland - Coursera Platform Jul2023.
- Introduction to Social Media Marketing, from Meta - Coursera Platform Jun2023