

# ABDALLA ABASS FATHEL RHAMAN

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## Skills:

- Teamwork and Stakeholder Management.
- Performance Analysis and process Improvement.
- Sales Strategy Development.
- Administrative and Logistics Management.
- Supply Chain and Inventory Management.
- Customer Relationship Management.
- Strategic Thinking.
- Communication and coordination.
- Leadership.

## Experience:

**JAN'1 – JUNE19**

**Intern Analytic data collection and Customer service experience | MTN Communication Co, SUDAN.**

- Data Analysis and Actionable by using data analytics tools understand trends and provide actionable recommendations.
- Customer journey optimization, map and enhance the end –to-end customer journey maximize satisfaction and retention.
- KPI Monitoring and Reporting, track key performance indicators (KPIs) and prepare detailed reports to measure and improve customer experience metrics.
- Cross functional collaboration with team across the organization, including sales, marketing, and operations, to align customer experience initiatives with business goals.

**JULY '19 – OCT '19**

**Supervisor and monitoring system | Gedo Driving school, Sudan.**

- Supervision and training oversight manage and oversee the training of new drivers, adherence to safety protocols and driving standards.
- Scheduling and coordination plan and coordinate driving lessons and instructor schedules to optimize efficiency and client satisfaction.
- Client relationship management, maintain positive relationships with clients, addressing inquiries and concerns promptly to ensure high levels of customer satisfaction.
- Administrative supports provide administrative support by maintaining accurate records of training sessions, driver progress, and scheduling logistics.

**NOV '19 - APR '23**

**Electrical and solar energy specialist store Manager | sky international limited Co, import and export.**

- Inventory Management and analysis, organizing and overseeing inventory to meet customer demand and utilizing sales data and forecasts to optimize inventory strategies and reduce costs.
- Sales strategy development and customer consultation, creating and executing effective sales strategies to achieve financial objectives, providing technical consultation to customer for tailored solutions.
- After sales service and financial oversight, delivering comprehensive after sales services including installation, maintenance, and customer support, resolving customer issues promptly to enhance satisfaction and loyalty.

## **Course and Workshops:**

- Programmable logic control (PLC) Implementation training, intelligent orientation and career development center.
- Mobile communication, New London Development training Center Sudan.
- Odoo ERP Systems.
- CCTV Systems.
- Document management including the use of electronic systems to maintain organization and efficiency in document control.
- Familiarity with ACONEX platform fundamentals in project management and electronic document handling.

## **Education:**

- **University of science and Technology, BSc. In computer & Electronic systems Engineering, Khartoum, Sudan MAY '18|**

## **Languages:**

- Arabic: Native.
- English: Good