

# 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.**

- Conducted Data Analysis by 10% using data analytics tools understand trends and provide actionable insights.
- Reduce customer issues by 25% through practical identification of potential issues and implementation of mitigation strategies.
- Customer journey optimization, map and enhance the end-to-end customer journey maximizes satisfaction and retention by 35%.
- KPI Monitoring and Reporting, track key performance indicators (KPIs) and prepare detailed reports to measure and improve customer experience metrics by 20%.
- Collaborated with functional teams by 80% to optimize customer journey, enhancing satisfaction and retention rates including sales, marketing, and operations, to align customer experience initiatives with business goals.
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**JULY '19 – OCT '19**

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

- Manage and supervised the training of new drivers and trainees, ensuring adherence to safety protocols and driving standards by 40%.
- Oversaw complete system by using tools, ensure customers and the team achieve the overall system goals by 15%.
- Scheduling and coordination plan by 50% and coordinate driving lessons and instructor schedules to optimize efficiency and client satisfaction.
- Client relationship management, maintain positive relationships with clients, addressing inquires 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.

- Developed and execute sales strategies for assigned region, cause in a 20% increase in sales revenue.
- Managed a team of sales representatives, providing coaching and support to achieve individual and team sales targets applied strategies to optimize sales processes, led to a 15% reduction in sales cycle length.
- Collaborated with marketing and product management teams to develop effective sales and marketing campaigns, subsequent in a 40% increase in lead generation.
- Controlled sales budgets and expenses, ensuring compliance with financial policies and procedures result in 30% increase per year.
- Sales strategy development and customer consultation, creating and executing effective sales strategies to achieve financial objectives, providing technical consultation to customer for tailored solutions.

### **Course and Workshops:**

- Programmable logic control (PLC) Implementation training, intelligent orientation and career development center.
- Graduation Project (PLC)-controlled production line for packing factory increased production efficiency by 20%.
- 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