

MOHAMED KAMAL SALIH ABDELRAHMAN

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Professional Summary

Motivated and adaptable professional with over 5 years of experience across customer service, sales, reception, and logistics roles. Proven ability to deliver exceptional service, exceed performance targets, and maintain operational efficiency under pressure. Equipped with advanced skills in MS Office, Excel, and CRM systems, and a solid foundation in economics. Known for problem-solving, team collaboration, and building client relationships. Actively seeking to contribute to a forward-thinking organization in Qatar.

Work Experience

Car Park Attendant | Mr. Valet Parking – Doha, Qatar

Jan 2024 – Present

- Direct vehicles efficiently within high-volume parking zones to maximize capacity.
- Support visitors with navigation, ticketing systems, and resolving machine issues.
- Monitor security across the facility and report irregular activities.
- Maintain orderly traffic flow and ensure smooth valet operations.
- Provide professional and courteous service in a fast-paced environment.

Telesales & Sales Representative | Access Global Company – Sudan

Telesales: Jan 2022 – Jan 2023 | Sales: Jan 2019 – Dec 2021

- Generated over 150 outbound sales calls daily and consistently surpassed monthly sales quotas.
- Closed deals with new and existing clients, leading to a 20% increase in repeat customers.
- Delivered tailored product recommendations, addressing objections and influencing buying decisions.
- Recorded interactions using CRM tools, tracked customer lifecycle, and followed up on leads.
- Conducted in-person product demonstrations, resulting in higher customer engagement.

Receptionist | Alwad Clinic – Sudan

Jan 2018 – Dec 2019

- Served as the first point of contact for more than 50 patients per day, maintaining a calm and welcoming environment.
- Managed daily appointment scheduling, patient check-ins, and medical documentation with accuracy.
- Handled confidential records in compliance with privacy regulations.
- Supported clinic staff in coordinating treatment workflows and enhancing the patient experience.

Sales Promoter – Food & Confectionery Products | Access Global – Sudan

2018 – 2022 (Field-Based Role)

- Represented the brand at retail points, exhibitions, and promotional events.
- Increased product visibility and boosted sales by demonstrating usage and value.
- Tracked inventory levels and reported sales performance to management.

Nursery Assistant (Volunteer) | Haj Al-Hassan Private School – Sudan

2023 (Contract)

- Supervised young children and supported teachers in delivering early education activities.
- Promoted a positive, nurturing environment conducive to learning and growth.

Education

Bachelor's Degree in Economics

Mashreq University of Science and Technology – Sudan

Graduation: November 2018

Certifications & Professional Development

- **Project Management Professional (PMP) – 35 Hours**
FNTER Training Center – Doha, Qatar | October 2023
(*Project Planning, Execution, Budgeting, Risk Management*)
- **Corporate Zakat Accounting – 23rd Training Course**
Ministry of Endowments & Islamic Affairs – Doha, Qatar | Nov 2023
(*Specialized financial practices in compliance with Islamic laws*)
- **Basic & Advanced Excel – 30 Hours**
WeGrow Training Center – Sudan | Dec 2022
(*Data analysis, PivotTables, formulas, VLOOKUP, dashboard creation*)
- **Strategic Management & Institutional Transformation Workshop**
Doha Institute for Graduate Studies – Qatar | 2023

Key Skills

- Advanced Customer Service & Conflict Resolution
- Sales Strategy & Client Relationship Management
- Microsoft Excel (Advanced), Word, PowerPoint
- Appointment Scheduling & Medical Reception
- Project Coordination & Organizational Planning
- CRM Tools & Data Entry Accuracy
- Communication: Written & Verbal (Arabic & English)
- Time Management, Task Prioritization & Deadline Execution

Languages

- **Arabic:** Native
- **English:** Good (Written & Spoken)

Additional Information

- Valid **Qatari Driving License**
- Open to **relocation within Qatar** and **sponsorship transfer**