# Summary

I am Sudanese graduate with Diploma in Petroleum Engineering from Sudan University of Science and Technology. Great communications skills with 2 years of customer service experience, and over 2 years of logistics field experience .

Positive attitude with a natural ability to provide excellent service in a team environment, and well skilled Microsoft Office Package.

**Objective :**

Seeking for a position with responsibility and growth related to my knowledge, education, experience & skills, where I can professionally upgrade myself by keeping abreast with the constant changes happening in the related field and to contribute my best to the overall development of the organization.

# Personal Details

**Birth Date**: 29 February 1988, Sudan

**Nationality**: Sudanese

**Languages**: Arabic (mother tongue) / English (fluent)

# Education

* **Diploma of Science: Petroleum Engineering**, 2008

**Sudan University of Science & Technology** – Khartoum, Sudan

# Skills

* Dynamic, Fast learner and well organized.
* Self-development on both professional and personal level.
* Committed to anticipating and meeting customer needs to delivering superior.
* Customer service driving and sustaining a competitive edge.
* Punctual, responsible and able to work independently or in a group.
* Ability to work under pressure and deadlines.
* Good problem-solving skills and a creative approach for new ideas.
* Microsoft Office.

# Experience

**\* GROUP – Dubai, UAE**

**Logistics Coordinator**

Jan 2016 to present

Coordinate and liaise with call center, operations, souq.com, and market place customers.

Ensure timely processing of return shipments & market place shipments.

Coordinate with the couriers and the sellers & arrange for delivery and the shipments collection.

Provide logistical support to supervisors & Managers.

**Logistic Outlet Officer**

October 2014 to Jan 2016

Deliver excellent customer service at all times.

Assist customers in returns and collection of the shipments.

Coordinate with internal and external customers to resolve any issues.

Provide logistical support to supervisors & Managers.

**\* STATISTICS CENTER – Dubai, UAE**

**Surveyor**

May 2014 to October 2014

Receive the survey forms and research tools from the observer and re-delivered after work.

Meeting the director of the facility or accountant or a person authorized to make statements and fill the form depending on the reality of the accounting records.

**\*Fly Dubai** – Dubai, UAE

**Customer Service Representative**

May 2013 to April 2014

Handle and respond to customer requests about reservations, cancellations, rebooking or any customer service queries for fly Dubai related products and services keeping in mind various service levels on quality, abandon%, average handling time, productivity, etc.

**\* Petroleum Pipelines Holding Co.Ltd** – Khartoum, Sudan

**Logistic Coordinator**

November 2011 to January 2013

Investigate and recommend optimal shipping options and coordinate with customers' logistics teams/personnel.

Coordinate and communicate with all parties to ensure acquisition and delivery of shipments.

Prepare paperwork necessary for shipping, e.g. Bill of Lading, delivery Order.

Assist sales coordinators to prepare/compile invoices and required documentation for shipments

Coordinating with drivers, vehicles, loads, organizing the shipments.

**\*Great Wall drilling company (GWDC) –** Unity, Sudan

**Technical Assistant** in completion & work over operation

April 2010 – Jul 2011

Providing technical support to technicians team during the well work over operations.

# Certifications and Training

* Dec 2008 – May 2009 : practical training course in logistics and supply chain at **Sudanese Petroleum Holding Co.Ltd.**
* Jan 2010 – Mar 2010 : practical training course period at **Oil Exploration & Production Authority.**

**First Name of Application CV No:** **1703334**

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