**KHALID**

SHARJAH - UAE

Date of Birth : 13-11-1989

Sex : Male

Marital status : Unmarried

Nationality : Sudanese

Visa Status : Visiting Visa - Valid till 15/03/2018

Mobile : C/o 971504973598

E-mail : [Khalid.376462@2freemail.com](mailto:Khalid.376462@2freemail.com)

**OBJECTIVE:**

An opportunity where my knowledge, aptitude, capabilities taking up challenging assignments, enhancing interpersonal skills, sincerity, team spirit and correctness at work place that would lead to the fulfillment of personnel and corporate goals.

**CURRENT PROFILE:**

* Accountant.

**EDUCATION QUALIFICATIONS:**

* Master of Business Administration (MBA) (marketing and finance specialization) Visvesvaraya Technological University (VTU) – India
* Bachelor of Arts in English - Sudan University of Science and Technology- Sudan

**TECHNICAL SKILLS TRAINING AND SKILLS :**

- Diploma of Computer, (MS Office. (New century institute) SUDAN.

- Operating Systems, Windows XP, 7,8,10 Windows vista, MS Office. (New century institute) SUDAN.

- Network courses, N+, CCNA. (Internetworks) Bangalore, INDIA

- English courses, Diploma in English (ASLAN Centre) SUDAN.

Diploma in English (Perfect Speaker) Bangalore, INDIA

- Good Knowledge about SAP FICO, INDIA.

- Six Sigma Yellow belt Training from IInfocomm IT Services Pvt Ltd. INDIA.

**LANGUAGES KNOWN:**

* Arabic (Mother tongue).
* English (Fluent).

**PERSONAL SKILLS:**

- Customer service focus.

- Good listener, keen to learn.

- Flexible to adjust to different situations.

- Proactive, good leadership skills.

- Honest & efficient.

- Good communication skills.

- Good analytical skills and problem solving skills.

- Good skills in LAN, WAN, Router configuration.

**PROFESSIONAL EXPERIENCE SUMMARY:**

**1- Sales Consultant at IInfocomm IT Services Pvt Ltd - 8/2016 to 1/2017 (India).**

Roles & Responsibilities:

* Identifying and networking with prospective clients, generating business from existing and new accounts and achieving profitability and increased growth.
* Analyzing market trends.
* Handling full cycle staffing services from Getting requirement, Sharing profiles, Coordinating interviews, making candidates to join, Invoicing and collection.
* Make sales calls and emails to existing and potential clients and constantly seek opportunities to develop sales and marketing techniques.
* Responsible for maintaining cordial and positive client relations at all times, through regular calls and emails.
* Schedule appointments, calls, and meetings with different clients.
* Provide information on services and keep records of completed sales.

**2- Call center agent Trainee - Zain Telecommunication Company -12/2012 to 7/2013 –SUDAN.**

Roles & Responsibilities:

* Answer calls and respond to email and Handle customer’s queries, complaints and concerns in a professional manner.
* Listen to customers’ questions and concerns, and provide answers or responses.
* Handle incoming customer calls using a variety of Contact Centre technologies and telephony platforms.
* Quickly and efficiently able to input, update, delete, add, amend customer data into Zain’s customer database.
* Ensure compliance with all applicable policies & regular requirements on Information security.

**3- Trainee - Saving and Social Development Bank – 11/2011 to 11/2012 - SUDAN.**

Roles & Responsibilities:

* Serving customers at the counter.
* Opening new accounts and assisting with Teller transactions as needed.
* Manage customer bank accounts; open, close and oversee transaction.
* Works closely with accounts manager.
* Cash handling and labeling.
* Reach out to prospective customers to sell our services.
* Perform administrative duties (e.g. entering data into banking software).
* Issue and renew ATM cards.
* Opening of investment accounts.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**KHALID**

**SHARJAH**