



Abdelhafiez Mohammed Hassan Abdullah

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PERSONAL SUMMARY

Life is a journey of self-discovery.
Eternal learning is inevitably the most essential goal of my career.

PERSONAL INFORMATION

Birth date: 14 September 1985
Nationality: Sudan
Residence Country: United Arab Emirates – Sharjah

WORK EXPERIENCE

Total Years of Experience: 13 years, 7 months

Training Consultant (Telesales) at Infinite Marketing Management December 2023 – May 2024
United Arab Emirates – Dubai

- * Develop marketing tactics, and implement lead-generating techniques to identify and target prospects, and handle inquiries of the academy's training programs.
- * Conduct registration & admission process.
- * Conduct presentations and demonstrations, showcasing how they can address the trainees' specific needs.
- * Negotiate pricing, terms, and contractual agreements, and successfully close sales.
- * Handle exams, lecture coordination and certification.

Call Center Agent at Transcom BPO November 2022 – February 2023
Egypt – Cairo

Assigned for a US-based Walmart customer service by handling inbound calls, & resolving escalated post-sale issues.

Customer Service Representatives at International Business Solutions BPO May 2022 – November 2022
Egypt – Cairo

Assigned to handle calls, chat, e-mails for the European largest online travel agency (Odigeo):-

- * Handled traveler's concerns as per SLA, along with achieving acceptable FCR, AHT, CSAT & surveys.
- * Participated in back office operations by resolving escalated issues to ensure satisfaction of customers.

**Call Center Agent at Teleperformance –
Egypt**

February 2022 – May 2022

Egypt – Cairo

Assigned to handle customers' inbound inquiries of a US-based client (AT&T).

**Administrative Assistant at Udani
International Co. Ltd.**

January 2014 – April 2020

Sudan – Khartoum

* Took charge of technical training administration (Outsourced).

* Controlled technical documentation process.

**Admin Assistant at International Academy
for Aviation & Technology**

October 2012 – October 2013

Sudan – Khartoum

* In charge of admission procedures & students' affairs.

* Delivered aviation English lectures to the fresh-year trainees.

**Liaison Officer at Udani International Air
Transports**

January 2008 – July 2012

Sudan – Khartoum

Coordinated corporate liaison with airlines, NGOs and civil aviation authority, consequently responsible for store and archives.

*Administered the aeronautical & technical library of database, manuals, and references.

EDUCATION

**High school or equivalent / Pure Science
at Elfarouq Secondary School
Saudi Arabia – Riyadh
Grade: 94 out of 100
July 2003**

SKILLS

Customer service / Level: Expert
Academic Coordination / Level: Expert
MS Office / Level: Intermediate
Internet / Level: Expert
Sales Support / Level: Intermediate
Corporate Marketing / Level: Intermediate

LANGUAGES

Arabic / Level: Native Speaker
English / Level: Expert