

Curriculum  
Vitae

**Muhaned Sideeg Bushra Mohamed**  
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Dubai, UAE



### Career Objective

I am looking forward to associate myself with organizations where there is opportunity to share contribute and upgrade my knowledge for the development to self and origination served. I have taken up assignment in my career with a quest to manage higher responsibility and I am looking forward to building to long term challenging career, with responsibility scope, which fully utilize my talent, capabilities and experience.

### Educational Info.

- **Postgraduate Diploma in Diplomatic studies**  
Diplomatic Studies center-Khartoum University - Dec. 2011 to Dec. 2012
- **Degree of Bachelor of Arts in English Language**  
Sudan University of Science and Technology - October to 2011
- **Diploma in Computer Science**  
March 2005

### Qualifications & Skills

- Excellent Skills Data Entry & With Microsoft Office
- Detail Oriented, Organized, Timely, Competent IT Skills
- Strong Bookkeeping Skills.
- Can type in English and Arabic
- Ability to analyze sales and market information
- Pleasing personality to interact with customers enthusiastically.
- Good communication skills and personality
- Strong organizational, time management and administrative skills

### Work Experience

- ❖ **Employer** : **INSTANT CASH DAFZA – Dubai, UAE (Dubai Airport Free zone Area)**  
Position : Data Entry Operator - Grade i  
Period : June 2014 to Present
- ❖ **Employer** : **Mr. Fix Maintenance Services – Dubai, UAE**  
Position : Follow Up Clerk  
Period : 12<sup>th</sup> May 2013 to April 2014

#### Job Description

#### Customer Support

- Attending customer complaints through phone, fax, email, whatsapp groups and IMS system(company system).

- *Doing cancellation and modification of transactions.*
- *Doing all the functions of PC authentication.*
- *Doing banks upload (processing the transactions to the banks systems globally)*

**Customer Support (Western Union)**

- *Attending calls of agents, attending cancellation and modifications requests, Resetting users, providing rate to treasury dept.*

**Operations**

- *Creation / blocking and resetting of the User ID's.*
- *Increasing the limits of the agents globally (partners)*

**Documentation**

- *Creation / blocking. Filing all requests in separate files ( Cancellation, Amendment, License creating and blocking, users resetting/transferring, blocking and creating, Filing all banks uploads for future records.*

❖ **Employer** : **Aramada for Marketing – Khartoum, Sudan**  
**Position** : Sales and Marketing Executive  
**Period** : Feb 2012 to Feb 2013

To utilize my **excellent Data Entry and Operations skills** in a fun and energetic environment. Acquire practical experience from Previous job experience so that I can do something well and figure out what I prefer from all of those experiences. I hope to have a smooth and successful career of my own style.

**Personal info.**

**Gender** : Male  
**Date of Birth** : 04<sup>th</sup> Oct. 1987  
**Nationality** : Sudan  
**Civil Status** : Single  
**Religion** : Muslim  
**Passport No.** : P 03386114  
**Visa Type** : Residence Visa

**Valid UAE Driving License**

**Additional Info**

**LANGUAGES KNOWN**

- English & Arabic

**COMPUTER KNOWLEDGE**

- MS Office (Word, Excel, PowerPoint)

**HOBBIES**

- Reading
- Football, Shopping, Swimming & Travelling

**DECLARATION**

I hereby declare that the above mentioned details are correct and complete to the best of my knowledge.

**Muhaned Sideeg Bushra Mohamed**