

CURRICULUM VITAE

ABDULHAY ALHAJ-MOHAMMED

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PERSONAL DETAILS

- **D.O.B :** 10/10/1990
- **Phone:** (+971) 522382638
- **Home Address:** Altwar 1 Street No 13 Dubai
- **Citizenship:** British

Objective

I am seeking for a permanent job in a business and customer focused environment where I can put ideas and experience into practice.

Education and Qualification

September 2011- August 2014

BA Business Marketing- LONDON METROPOLITAN UNIVERSITY, LONDON, UK

Key Subjects: Brand Management, Digital Marketing, Management Investigation and Recruitment Report, Marketing Planning and Strategy etc.

Predicted Grade: 2:2

Jan 2011- August 2011

Sciences Extended Degree-LONDONMETROPOLITANUNIVERSITY

Key subjects: Numeracy for Biological sciences, Chemistry and Practical, Biology and Practical, and Statistics Using Spreadsheets

Jan 2007—August 2010

- **A-Level:** *Arabic (A)* (CentralTechnologyCollege, Gloucester)
- **BTEC:** Business and ICT
- **GCSEs:** Mathematics, Arabic, ICT, Adult Literacy and Numeracy, English

Work Experience

2019_ Present : Business Owner

- **Responsible for being the main point of contact for clients who are looking to buy or sell a vehicle .**

Duties:

- Comparing car prices for a potential customer and then giving them the best possible price when buying a new car.
- Following up on sales leads.
- Arranging test drives for clients.
- Dealing with potential buyers face-to-face , over the phone and via email .
- Imputing customer and vehicle data in the company's data system and keeping these records up to date .
- Building on the work of the auto telesales team .
- Coming up with accurate sales and expeditated forecasts.
- Focused maintaining a high standard of customer service.

March 2016-present: MetLife American Insurance Company

MetLife is a health, life and travel insurance Company based in UAE

Responsibilities:

- Provide administrative support for the department, such as, handling and responding to all customer correspondence.
- Interact with customers to provide information in response to enquiries about products and services and to handle and resolve complaints
- Process new insurance policies, modifications to existing policies, and claims forms
- Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records
- Update existing policies and company records to reflect changes requested by policyholders and insurance company representative.

August 2011- 2015: GULF CONFERENCES LIMITED

Gulf Conferences Ltd is a renowned Business Event hosting organization based in London, UK. **Responsibilities:**

- Maintains relationships with clients by providing support, information, and guidance, researching and recommending new opportunities, recommending profit and service improvements.
- Identifies product improvements or new product by remaining current on industry trends, market activities, and competitors.
- Prepare reports by collecting, analyzing, and summarizing information.

Sept. 2010- August. 2011: OMEGA WORKFORCE LTD

Responsibilities:

- Responsible for the safekeeping of company money, vehicles and property.
- Carry out quality control checks and take inventory of stock.
- Responsible for completion and prompt submission of all related paperwork, and the provision of other information as requested.
- Also serve as a customer-care attendant during company's busy times.

Dec.2009- Aug. 2010 -Nampak Plastic Europe

Customer Service Attendant-

Responsibilities:

- Communicating procedures and policies of the company to customers
- Handling customer concerns and resolving complaints
- Undertaking marketing techniques to promote the company goods and services
- Determining customer needs and wants and tailor products to meet their needs.

Oct. 2008- Nov. 2009-Nature in Art Museum and Art Gallery, Gloucester Customer Service Attendant

Responsibilities:

- Attending to customers' needs
- Entering and retrieving customers and staff information from the company's mainframe computer
- Undertaking other administrative duties.

Other Courses and Awards

August 2008 Royal Agriculture College, Cirencester

- Team building
- Communication

Aug 2009

- Gloucestershire College Achievement Award

2007-2010

- Attendance Award in School

- Golf student Award in School
- Achievement Award in School

Voluntary Work and Hobbies

2012

Secretary of Sudanese Society

- translator in Arabic
- Organizing social events
- Promoting Sudanese Culture
- Advising new Students

I enjoy football and using the gym. Reading books and newspapers, watching football and watching movies

REFERENCES

Dr. JALIL AHMED (Senior Lecture)

*London Metropolitan University
84 Moorgate, London. EC2M, 6SQ
Email: Jalil.Ahmed@london.ac.uk*

Mr. SIMON TRAPNELL (Director)

*Nature in Art, Walls worth Hall
Twig worth, Gloucestershire, GL2 9PA
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