

# Shams Alduha Mustafa

## Administrative Officer

Motivated Administrative officer offers demonstrated success tackling various office tasks. Delivers proactive support on key administrative matters to promote productivity across departments. Recognised for organisation and time management skills.



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📍 Dubai

## WORK EXPERIENCE

### Administrative Officer DAL Group - Fenti Golf

05/2019 - 01/2021

*khartoum-Sudan*

#### Achievements/Tasks

- Welcoming clients and providing general support at their presence, Sending and receiving e-mails answering clients and board members queries related to the golf course.
- Assisting the accounts department on the follow up payments and registrations of the members.
- Supporting the HR department in maintaining the attendance and overtime records of golf course staff.
- Coordinating with the facilities departments on any maintenance required to the golf club house.
- Preparing conference room for the board meeting and ensuring all the facilities are set up
- Preparing administrative reports on expenses and office budgets

### Sales Representative Global Surveys

02/2018 - 02/2019

*Khartoum -Sudan*

#### Achievements/Tasks

- Understanding the company's products targeting the customers.
- Meeting the monthly sales target as per the company's policy.
- Negotiating all the contracts with prospective clients.

### Sales Representative Grapric Multi Activities Company

01/2017 - 07/2017

*Khartoum - Sudan*

#### Achievements/Tasks

- Servicing existing accounts, obtaining orders and establishing new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets.

## CERTIFICATES

ISM (Institute of Sales Management) Certified

Modern Marketing Concepts

Winning Sales Skills

## EDUCATION

### Business Administration

University of Medical Science And Technology

09/2012 - 09/2016

*Khartoum - Sudan*

## SKILLS

Office Administration

ERP - SAGE

ERP - Restpos

Event Management

Team Player

Leadership

Telephone Etiquette

Customer Service

Computer Literacy

Negotiation Skills

Writing Reports

Communication Skills

## LANGUAGES

Arabic

*Native or Bilingual Proficiency*

English

*Full Professional Proficiency*