Rahma Said Nasser AL-Ghassani

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Personal information:
Marital Status: Married
Date of Birth: 22/6/1988
Nationality: Omani

Education:
- (2012-2013) Bachelor's degree in Computing and multimedia with a GPA of 3, Sohar University
- (2011-2012)   Final Year project which undertaken "System of Publishing and purchase Books".
- The project deal with:
  - Process Selection
  - System design
  - Search for images.
  - Insert codes for all Buttons, hyperlink, text Boxes, and so on.
  - Implementation of the publishing process and purchase in easy form
- (2006-2007)   Preparation program
- (2005-2006)   Secondary education, Rabia AL.Adawyia School, focus on Literary subjects

Work Experience & Extra Qualifications:

- I Work now for 7 years as Business development Admin in commercial Department in Sodexo Socat company. , which I took an overview in the following topics:

- Check new tenders and apply.

- Prepared Technical & Commercial proposal.

- Communicate with clients.

- Manage CRM system to create new Opportunities and update any information.

- Manage E-Tendring System and Renewal all Our Expired Certificate.

- Manage Arabia & Shell System.

- Preparation all Contracts, Letters and Documents between Sodexo & clients

- Manage pipeline and forecasting through proper implementation of company tools and leading pursuit strategies.

- Keep abreast of overall business trends, particularly the current business climate. Follow up in a timely manner on all possible leads.

- Before I worked as Admin Clerk in Operations department in Sodexo Socat company, I manage all Omani & Expats staff which I took an overview in the following topics:

  - Base Camp Occupancy Report.
  - Allocating Staff returning from Vacation.
  - Distribution Staffs to Sites.
  - Vehicle Drop to Sites.
  - Booking courses for Nominations
  - Medical Requirements.
  - Equipment Requests.
  - Report Generation Weekly Operation dept.
  - Meeting.
  - Issues of uniform.
  - Booking ticket for staffs
  - Support unit Managers in 46 Locations.
  - Manage ELMS system
  - Manage CRM system
  - Manage all monthly and daily reports for 46 Locations.
  - Manage Time Sheet for Expat Staffs.
    Also, I worked as IT support in French school (contract from Socat Company).

- Worked in BPO call center, I was replay for all calls for Bahwan electronic complaints.

- Worked in Abdul AlGhaffar Hussain Company as Administrative assistant and Receptionist , then they move me to sales coordinator in which I took an overview in the following topics:

- Help HR manager to register attend sheet and make interviews.
- Contact with other companies to book appointment for meeting.
- Organize files and important papers.
- Receiving telephone calls.
- Dealing with enquiries and taking messages
- Using Oracle system to make Quotations.
- Contact with customers.

- Worked in Sultan center as accountant.

- ➢ (March 2013 until Jul 2014) Training Contract in Gulf Business machine (GBM) Company in:

    - ➢ Training and get Certificates in (Tivoli Storage Manager (Implementation and Administration), IT fundamentals, virtualization, Cloud Computing, VMware (install, configure, Manage))
    - ➢ Training in Technical support service Department (Create TSRM (database contain every machine with all its information), use Cisco Service Contract Centre System to find all Information for each machine.

- ➢ Experience in Hawthorn Muscat for Learn English language Institute from January 21,2009 until February 28, 2011 in which I took an overview in the following topics:

    - ➢ Worked with nationals of many countries in both Arabic and English.
    - ➢ Handling of money.
    - ➢ Receiving telephone calls.
    - ➢ Dealing with enquiries and taking messages

- ➢ (April 2010) Summer training in Omantel in Information Technology Department which I learned:
    - ➢ How to Solve Customer Problem in network and Computer Damage.
    - ➢ Used Oracle Database that contains all Customers and staff.

Seminars and Workshops:
- (April 2012) Orpic (Job Seekers Skills)
- (2011, Sohar University) Shell company (Career Awareness Programmer)
- Attend IBM conference in USA (Las Vegas) on March 02, 2013 until March 07, 2013.

Language skills:
Arabic (native speaker)
English (writing, speaking and reading)
Hindi (little speak & fully understand)

Professional profile:
- Able to work under pressure and meet demanding deadlines.
- Able to produce reports and presentations to a good standard.
- Able to deal with suppliers, partners and associates.
- Adept in assessing data and formulating solutions.
- Able to operate equipment and tools reliably and safely.
- Communicates well with others.

Hobbies and interests:
Sport: play basketball and table Billiard.
Reading: stories.

Computer skills:

- Microsoft Visual Studio2010 Program.

- Power Designer Program.
- Electronics Workbench Program.
- Good in oracle.
- Very good in Microsoft Office andExcel.
- Created professional Database.

Imtiaz Khalifa
Operation Manager
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