



# AHOUD AHMED

- Abu Dhabi, UAE
- Nationality: Sudanese
- DOB: 21/12/1993
- UAE driving license

## PROFILE

To obtain a key position in a high-quality environment using all my skills and efforts to explore in different fields. I am seeking a challenging by joining a progressive organization that will offer various opportunities for continuous learning, where innovation, quality and hard work are appreciated.

## CONTACT

PHONE: 971 523789653  
Alternative No. 0505327750

WEBSITE:  
[Linkedin.com/in/ahooud-khalifa-90ab28153](https://www.linkedin.com/in/ahooud-khalifa-90ab28153)

EMAIL:  
[Ahooud.khalifa@gmail.com](mailto:Ahooud.khalifa@gmail.com)

## REFERENCES:

### Alyass Osman

-Project Director Manager – Huawei  
Tel: 971555196167  
E- [Alyass.Alyass@du.ae](mailto:Alyass.Alyass@du.ae)  
[Elias\\_90@gmail.com](mailto:Elias_90@gmail.com)

### Mohammed Hamdi

-Team Leader – ADIB  
Tel: 971529103313  
E- [Mohamed.ahmed3@adib.ae](mailto:Mohamed.ahmed3@adib.ae)  
[Md.hamdi33@gmail.com](mailto:Md.hamdi33@gmail.com)

## EDUCATION

### University of Medical Science & Technology.

2012 - 2017

[Bachelor degree in Electronics – communication engineering.]

### Umm Ammar Secondary School.

2009 - 2012

[high school]

## WORK EXPERIENCE

### ABUDHABI ISLAMIC BANK -ADIB

[Administrative Officer: Customer Service Unit] -July,2019 to March,2020

[Call Center Agent: Customer service Unit] – Jan,2019 to July,2019

- Responsible for the unclear accounts, liabilities and Covered cards and contact the customer for explanation.
- Review the agent leads and report it to the Team Leader.
- Check and approve the (New accounts, upgrading accounts, Cards replacement, covered cards, new finances that requested through ADIB internet channels as per OMNI global system.
- Cross-sell new products to the customers.
- Maintain and update customer's database.
- Support back office team to handle the customer's request.
- Support the alerts team (ADIB Internet banking and application requests).
- Review and check programs connectivity for the agents and report it to the IT team.
- Educate the customers about the payments outside the country.

### NOON E-COMMERCE COMPANY [Administrator-Customer Care Unit]

Jan,2019 to June,2019

- Supporting inbound and outbound calls

- Arranging to post out information or promotions to the agents.
- Helping to train new staff about noon procedures and policies.
- Answering enquiries or complaints about noon services.
- Check stock availability.
- Appraise customers on alternative products when required item is not available.
- Resolve problems pertaining to customer orders.
- Review and report the card payments orders to the supervisor.

#### **HUAWEI TECHNOLOGY Ltd.Co**

#### **[IMPLEMENTATION & CONTROL MANAGEMENT ENGINEER]-Sudan**

Aug,2017 to Jan,2018

- Review the project scope overview, business cases and all initial documentation required for initiation of a project.
- Monitor and control the rollout of materials shipments, installation process and network integration based on project scope of procedure.
- Customer Relationship management and building interactive communication channel with the customer that lead to a satisfaction environment.
- Ensure all projects are well defined, all process recorded and implemented, communication channels between all sections involved in the project are clear.
- Delivery of all project schedules within the required quality, time and budget approved.
- Ensure all the documents was received from the team as per daily activities to the concern department.
- Coordinate all project activities Schedules within the required quality, time and budget approved & report it daily to the Project manager & the project manager director.
- Review the change requests & also proceeding the prove of acceptance from the customer based on projects baselines.

### **COURSES**

---

- **ENGINEERING PROJECT MANAGEMENT.**

University of Malaya.

- **PROJECT MANAGEMENT PROFESSIONALS (PMP).**

Milestone Training Center.

- **CLOSED-CIRCUIT TELEVISION**

KYM TECHNOLOGY TRAINING CENTER

### **SKILLS**

---

#### **Personal skills:**

Time management.  
Great presenting skills.  
Quick learner.  
Self-dependent.  
Good in generating reports.  
Team work.

#### **Computer Skills:**

Microsoft Office.  
Ms Project.  
Email communication.  
HTML.