



AHOUD AHMED

- Abu Dhabi, UAE
- Nationality: Sudanese
- D O B : 2 1 / 1 2 / 1 9 9 3
- 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

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REFERENCES:

Alyass Osman

-Project Director Manager – Huawei
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Mohammed Hamdi

-Team Leader – ADIB
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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.