



MAMOUN ABDALLA



Sharjah



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ABOUT ME

Open-minded, creative and hard working person. I am able to develop my skills in ICT, I have recently developed my skills in service management in UAE, I have a great passion to develop my skills and experiences.

SKILLS

CUSTOMER RELATIONS
MANAGEMENT

COMMUNICATION SKILLS

TEAM WORK

ANALYSIS & STATISTICS

ABILITY TO WORK IN THE FIELD &
PREPARING REPORTS

LANGUAGES

ARABIC

ENGLISH

EDUCATION

**UNIVERSITY OF
KHARTOUM**
Khartoum
2014

Higher National Certificate

Post Graduate Diploma in IT.

**SUDAN UNIVERSITY
OF SCIENCE AND
TECHNOLOGY**
Khartoum
2011

Bachelor

BSc in mathematical science - honours degree.

WORK EXPERIENCE

TELEPERFORMANCE
Present

Technical Support

Technical support for the systems of ministry of human resources and emiritisation.

TELEPERFORMANCE
Sharjah
Feb 2020 - Jul 2020

Sr. customer Service representative

Customer service advisor for the labour relations, domestics workers processes, inspection processes, labour complaints, all systems of mohre.

**UNIVERSITY OF
MEDICAL SCIENCE
AND TECHNOLOGY**
Khartoum
Apr 2018 - Oct 2018

Administrative Supervisor

Assist the principal of university in all admin roles.

DAL GROUP
Khartoum
Dec 2017 - Apr 2018

Sales Support Engineer

Go live for the ERP "SM1 ERP", support sales operations, troubleshooting technical issues of ERP.

TORREX SOFTWARE
Khartoum
Jan 2015 - Nov 2017

Executive Sales & Marketing

Research and develop marketing and sales strategies for a company.

MTN SUDAN
Khartoum
Jun 2008 - Mar 2013

Customer Service Officer

Call center agent, social media officer, advisor for new trainers in contact center.