

Alaa Abdelmoneim Yousif EL-Basheer

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PERSONAL INFORMATION

Gender : Female
Nationality : Sudanese

OBJECTIVE

Enthusiastic self-starter with strong leadership and communications skills, proven academic and curricular achievements, and possess the right technical and soft skills required to propel the organization achieving its goals and objectives

ACADEMIC BACKGROUND

- Secondary education Hanem Reza for girls (Khartoum Sudan).
- Diploma of pharmacy technology from National Ribat University 2012 Khartoum Sudan
- Study in Marketing
- Management in Islamic University Malaysia

EXPERIENCE

- **Worked as Promoter in Huawei Company**
- Responsible for marketing a business or company or brand and getting people interested to buy what they are selling or making the aware of a new product and increasing the amount of sales for a company
- **RTA road & transport authority dispatch – call center agent – Dubai**
 - Handling more than 300 calls per day
 - Knowledge Retention
 - Attention to Detail
 - Organization
 - Flexibility
 - Friendly
 - Calm Under Pressure
 - Effective Communication
 - Speed.

- **medical claims reviewer .shwamikh company for health insurance**
 - . determines covered medical insurance losses by studying provisions of
 - policy of certificate.
 - .initiate or conducting investigation of questionable claims.
 - .documents medical claims actions by completing forms, reports and
 - records
 - .prepare reports by collecting, analyzing and summarizing information.
- .
- **AXA Insurance Company – Customer Services Representative Call Center. UAE - Dubai**
 - managing inbound and out bound calls .
 - following various communication scripts when speaking to a caller.
 - identifying customer needs, answering questions and providing solutions/alternatives to issues.
 - building sustainable customer relationships.
 - building product knowledge; and

Worked as a Promoter in PAESE Cosmetics (Skin Care) .

- Market product to clients or companies who have displayed an need for the product.
- Show how product is best-used.
- Show how product should be cleaned and properly stored.
- Use graphics and slideshows during presentation.
- Answer questions about product.
- Discuss pricing tiers with customers.
- Give product samples.
- Cook, slice, and serve product.
- Visit customer's home to demonstrate product.

● **VARTEX Medical Support Company , I worked as Medical Representative**

- arranging appointments with doctors, pharmacists and hospital medical teams, which may include pre-arranged appointments or regular 'cold' calling;
- building and maintaining positive working relationships with medical staff and supporting administrative staff;
- managing budgets (for catering, outside speakers, conferences, hospitality, etc.);
- keeping detailed records of all contacts;

CERTIFICATES

- Certificate of drug management issued by Islamic university -Malaysia 2011.
- Permanent registration in Sudan medical council .2014

LANGUAGES

- Arabic : fluent
- English : Good
- Turkish : beginner

IT SKILLS

Excellent computer skills:

- MS excel
- MS word
- MS power point
- Internet activities

OTHER SKILLS

Excellent and fast typewriter for both Arabic and English can work under pressure ,good listener ,sociable ,friendly ,Calm ,like to help people ,I have the ability to work in teamwork , fast learner with good communication skills .

REFERENCES

Dr. Sara Mahmoud – Axa Insurance Company .

Mobile : 00971502428980

Mr. Mohammed Saad – Road & Transport Authority

Mobile : 00971523542061

Samah Jameel – Dubai Health Authority

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Muhammed emad –errai information technology

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