



MEAD ELFATIH

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Dubai, United Arab Emirates

01 May, 1997

I'm an enthusiastic academically gifted business developer with a can-do attitude. I'm always looking for opportunities to improve my knowledge and skills to benefit my people in the first place followed by the community, adding more to the country where I live by.

WORK EXPERIENCE

Key Account Manager Syber Technology / 3amir.com

10/2020 - Present

Khartoum

Achievements/Tasks

- Responsible for acquiring new customers and merchants and managing their accounts.
- Daily follow-up on orders to facilitate customer's journey and ensure customer satisfaction.
- Plan for marketing campaigns to increase merchants' sales.

Learning & Development Specialist Haggar Company

02/2020 - 08/2020

Khartoum

Achievements/Tasks

- Responsible for employees' learning and development program.
- Ensure employees' completion of courses and tests, also generating results.
- Concerning international events and help to organize within the department.
- Issued & designed the company's quarter magazine.

Key Account Manager Syber Technology

11/2019 - 12/2019

Khartoum

Achievements/Tasks

- Responsible for acquiring new customers and merchants and managing their accounts.
- Daily follow-up on orders to facilitate customer's journey and ensure customer satisfaction.
- Plan for marketing campaigns to increase merchants' sales.

Risk Analyst MTN Telecommunication Company

02/2019 - 06/2019

Khartoum

Achievements/Tasks

- Identifying and analyzing new risks and coming up with several solutions. -
- Communicating risk policies and processes, in addition to developing risk models.
- Attending other/all departments meetings to discuss and solve approaching issues.
- Providing researches and analytical support.

SKILLS

Good Computer Skills

Critical Thinking

Research Assistant

Time Management

Excellent Communication Skills

Projects strong customer service skills - Active listener, tactful, diplomatic and articulate.

Leadership skills, Negotiation skills and Crisis Management.

Strong problem solving - Good judgment and prioritization.

Can work independently and in a team.

Excellent planning and presentation skills.

Friendly, Social and open-minded: committed to client satisfaction

Event Organizing and Management: School reunions, trips and other related events.

VOLUNTEER AND LEADERSHIP

Volunteered in Sudan Volunteer Center, and participated in the conference. (04/2013)

Doha, Qatar,

Participated in FIFA World Cup Trophy Tour event. (05/2018 - 2018)

DAL, Khartoum, Sudan

Participated in World Environmental Day at UN. (09/2018)

Khartoum, Sudan

Participated in "The 73rd Anniversary of the United Nations" (SDGs). (11/2018)

Petronas, Khartoum, Sudan

Participated in Sitex event as a member of Syber Technology Co. (11/2018)

Syber Technology, Khartoum, Sudan.

Participated in World Human Rights Day (70years Universal Declaration of Human Rights) (11/2018)

UMST, Khartoum, Sudan

WORK EXPERIENCE

Marketing coordinator Blue Clouds Company

08/2018 - 11/2018

Khartoum

Achievements/Tasks

- Responsible for customer acquisition and professionally closing deals.
- Initiate survey that helps collecting data about customer's needs and satisfactions.
- Strategic planning to increase sales.

HR department White Nile Sugar Company

2016

Khartoum

Achievements/Tasks

- Employment testing and selection procedures.
- Responsible for Learning and Development program.

EDUCATION

Faculty of Economics, Social and Environmental Studies, specialized in International Relations and Strategic Studies.

University of Medical Science and Technology

09/2014 - 07/2018

Bachelor degree, CGPA : 4.24

Graduation Project

- The Dilemma of
Rohingya Minorities in
Myanmar

INTERNSHIPS

- DAL FOOD practice at Sudan Traditional Food Festival, Khartoum, Sudan.

- Organizing Team.

In Strategic Planning and Public Relation Department, KENANA Company, Khartoum, Sudan (08/2017 - 10/2017)

TRAINING COURSES

Certificate of achievement for the African Presidential Leadership Program.
(09/2019 - 10/2019)

Cairo, Egypt

Completed consultative workshop in Strategic Management and Islamic Banking at the University of Malaya. (02/2017 - 2017)

Kuala Lumpur, Malaysia.

Completed a program of continuing education in Professional Marketing. (10/2018 - 2018)

Together Professional Training Center, Khartoum, Sudan.

ACHIEVEMENTS

- Participated in crisis management simulation as PR for Ministry of Foreign Affairs. (09/2019 - 09/2019)

PR, Ministry Foreign Affairs

-T.V interview as participant of APLP, in DMC channel. (10/2019)

APLP member, DMC channel

Second-place award for 'Top 5 best researche topics' for year 2018, Faculty of Economics, Social and Environmental Studies (07/2018)

UMST

Organizing, leading and delegating fund-raisers made for events held in the university.

Gathering and discussing ideas with the class president in improving the department.

Participating in big ceremonies such as graduations and events that hosts foreign visitors.

Listening and dealing with the head of department and other supervisors in preparing researches.

LANGUAGES

English

Native or Bilingual Proficiency

Arabic

Limited Working Proficiency

INTERESTS

Event planning

Reading

Decorating

Volunteering

Blogging

Social media marketing

Traveling

Learning new languages

Fitness