

SAMAH AHMED AWAD MUSTAFA

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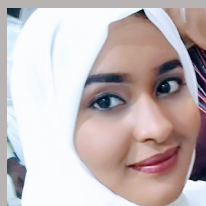
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OBJECTIVE

Looking for a challenge career which demands my best professional abilities in terms of technical and analytical skills and helps me in broadening and enhance my current skills and knowledge.

EXPERIENCE

Salanco for Development CO. Ltd

Business analysis and support specialist

January

2020 - -

Present

- *Mapped current business and operational processes and recommended areas for improvement.
- *Performed competitor bench-marking analysis to identify manufacturing savings opportunities and potential product enhancements.
- *Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
- *Researched competitors to build report of rising trends in ICT markets.

Zain SD

Customer Experience Specialist

October

2017 -

September

2020

- *Spearheaded customer satisfaction survey and analyzed results to make action plans. Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- *Collected customer feedback and made process changes to exceed customer satisfaction goals **40%**.
- *Worked with marketing department to launch and manage promotional activities and campaigns.
- *Collaborated with internal team members to resolve customer concerns and deliver enhanced customer experiences.

Zain SD

Customer service agent

November

2016 -

October

2017

- *Educated customers on company systems, form completion, and access to services. Recommended products to customers and suggested other options if preferred product was unavailable.
- *Described and explained details about over **35** products and services options to inform customers and guide purchasing decisions.
- *Resolved over (**20 for calls, 50 for emails**) customer issues per shift by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management.

Zain SD, Khartoum

Future university network member(FUN Team) (part time job)

Nov 2010 -

Oct 2016

- *Being on sales commission basis representing ZainSD in universities community through marketing and sales initiatives.
- *Awareness campaigns.
- *Event coordination.
- *Coordinating with teams and provisions delineated in contract and dealing as distributor.

INTERNSHIP

January 2017 – January 2017 Customer Service at QNB, Khartoum

A fruitful training program in Customer service, Data Clearing and Operation Departments.

EDUCATION

National Ribat University, Khartoum

Bachelor's degree of Economics

2013-2016

COURSES

September 2020 – September 2020

☒ Marketing Analysis, ZTC (Zafar Training Center)

January 2020 – January 2020

☒ Business Analysis, ZTC (Zafar Training Center)

January 2018 – January 2018

☒ Python Programming Language Workshop, Software Carpentry

December 2016 – December 2016

☒ Data Analysis and Visualization using R Language Workshop

September 2016 – October 2016

☒ Training in Finance Department , Zain SD

November 2011 – November 2011

☒ Communication skills workshop, Zain SD

October 2011 – October 2011

☒ Principle of Marketing & sales Skills workshop, Zain SD

SKILLS

Communication Skills Team player Delivery and detailed-oriented Decision making Multitasking abilities
Analytical and Problem-Solving skills Microsoft Office Planning and Coordination Data validation
Process Mapping SQL Tableau

LANGUAGE

Arabic

English

PERSONAL DETAILS

Date of Birth : 27/10/1992

Marital Status : Single

Nationality : Sudanese

REFERENCE

Ashraf Hassan Maki A-Gadir - "United Capital Bank "

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