



**Alaa Muhammad Mustafa**

#### Experience as :

- **Administrative Officer**
- **Logistic Supervisor**
- **Customer Service Executive**

#### CONTACTS

**Address:** Abu Dhabi, UAE

**Mobile:** (+971) 567439097

**Email:**

[ala\\_mohammed92@hotmail.com](mailto:ala_mohammed92@hotmail.com)

#### PERSONAL INFORMATION

**Nationality:** Sudanese

**Language:** Arabic, English

**Visa :** Husband's Visa

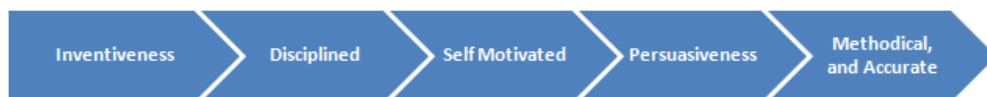
#### CORE COMPETENCIES

- ❖ Patient care
- ❖ Medical Knowledge
- ❖ Professionalism
- ❖ Systems-based Practice
- ❖ Practice-based Learning
- ❖ Interpersonal and Communication Skills

#### SUMMARY OF QUALIFICATION

- An articulate, detail oriented and capable Front Office Supervisor, Office admin and Excellent Customer service agent who is professional in appearance as well as communication, & who has a long history of providing customers with a personalized relationship-driven service.
- Highly skilled in organizing staff meetings and updating calendars, Processing company receipts, invoices
- Analytically minded Logistic Supervisor, fully understands the importance of the Logistic & Supply chain department Responsibilities to any organization and possesses. Superb work performance and boasts a long track record of delivering effective results, and meeting tight deadlines.
- Functional knowledge of performing specialized tasks such as personal money orders. Expertise in HR principles and practices of payroll and personnel record keeping remarkable knowledge and usage of modern office procedures methods and computer equipment. As a superb communicator. I was able to get the best out of junior staff, and on personal level I have the desire for continual professional growth. Strong time management skills, highly organized, self-directed, and efficient, consistently meet stringent deadlines.

#### Personal Skills



#### EXPERIENCE

##### FRONT DESK SUPERVISOR (RECEPTIONIST)

**Clinica Joelle Abu Dhabi ,UAE**

**Mar 2018 – Feb 2019**

##### FRONT DESK SUPERVISOR (RECEPTIONIST)

**Tips and toes, UAE**

**Feb 2017 – Feb 2018**

##### CALL CENTER AGENT /CUSTOMER SERVICE EXECUTIVE

**Levenbert company , UAE**

**Apr 2016 – Jan 2017**

##### LOGISTIC SUPERVIS

**Almaktba bookshop, Sudan**

**Aug 2014 – Jan 2016**

##### ASSISTANT MANAGER

**Organization of women and children Sudan**

**May 2014 - Dec 2016**

#### DOMAIN RESPONSIBILITIES

##### Ω Customer Service Advisor/Call Center Agent

Preparing daily, weekly, and monthly reports for senior managers.

Acting on customer feedback. Coaching and developing team members in soft skills.

Providing clear leadership and direction to the customer service team on a daily basis.

Ensuring consistently high levels of customer excellence at all times. Provide training for new joiners.

## PERSONAL SKILLS

Critical thinking  
Time Management  
Well presented, polite and friendly  
Having a natural flair for talking to people  
Ability to build rapport effectively and create solutions to meet customer's needs

## TECHNICAL SKILLS

Performance & Customer Support  
Development & New Technologies  
Microsoft Office & Hardware & Software  
Technical Writing & Operating Systems

## IT SKILLS

MS Office  
MS Excel  
MS Outlook  
MS PowerPoint

Inspiring and leading customer service teams. Promoting a hardworking, successful and pleasant team environment.

Actively identifying areas where processes and systems can be improved so that costs can be saved or revenue increased.

### Ω Office Administration

Scheduling Regional Manager's appointments

Ensures validity of expense uploads on SAP system

Process, sort, and route incoming and outgoing mail

Assist in Maintenance of the HR records and systems

Interpreting and clarifying the companies HR&PRO policies & practices

Maintains data integrity and liaising with other Corporate Heads within the Gulf and Eastern Europe

Screening phone calls, letters and personal visits. Providing professional support to company employees

On boarding of new hires on Systems and Procedures Ensuring the department complies with all recruitment Policies, Laws, and Regulations

Perform other administrative support tasks, including updating and sorting files, drafting and proofreading correspondence, and conducting research

### Ω LOGISTIC SUPERVISOR

Emphasis was on maintaining product quality and accuracy while ensuring ship schedules were met.

Responsible for inbound/outbound operations and material handling processes in a fast paced automotive electronics manufacturing environment.

## EDUCATION & COURSES

📖 Arab academy for science, technology and maritime transport, Alexandria - Egypt

BSc in international transport and logistics management, supply chain department

REFERENCES AVAILABLE ON REQUEST