

Personal Information

NourAldin Isam Abd ALHmeed Mohmed

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Sudan's Nationality

Date & Place of Birth: 20th – January – 1986, Khartoum

Gender: Male

Valid International Driving License

Passport No: P05726153

Visit Visa: till April 2022



Experience

- **Masks aviation services co ltd “Sep,01,2021 till Feb,15,2022”
Sudan Khartoum**

As key accountant executive we coordinate as team in finance daily activity starting from registering very debit, credit transaction using quick book, Tally applications to manage the balance sheet of the company preparing budget on monthly basis with AR, AP, Bookkeeping & sales records with vendor.

- **Emirates NBD bank (PJSC) “June,24,2019 till May,31,2021”
United Arab of Emirates Dubai**

As customer care representative tele sales of Credit Card, AL, PL, HL doing out & inbound calls taking & handling the customer Query About Any Bank Product using higher Quality standard services CRM with Multiple tasks through Digital Platform.

- **Noon E-commerce “March,2019 Till June,2019”
United Arab of Emirates Dubai**

Junior Customer care representative doing inbound & outbound calls assisting Customer to do online shopping Checking with Them Product Specification After Confirm the Package Location & ensure customer satisfaction & after sales services Like Quality, Time, Questionnaire & Feed Back About the Services, Still Assisting & Giving Customer All Enquire through Chat, Email & Same NOON App

- **Sudanese French Bank “Oct 2009 till Dec 2018”
Sudan Khartoum**

Personnel Banker: Guide the client through the banks products & services to assist them in choosing what's tailored solution to best suit their needs.

Help Desk Coordinator: Coordinate with Tier Escalated queries about System Access to Internal remuneration Database, Policies & Procedures.

Teller: Process transaction for customer deposits, loan payment, withdraws issues money order with assist supervisor with balancing main bank vault daily.

Compliance Officer: Quality Control Reviews of New Account's, Withdrawals & Changes To existing Accounts for All RESP.

Collection Representative: Performed Collection Activities According to Guidelines of Faire Debit Collection Practices Act (FDCPA).

- **Byblos Bank Africa “May 2009 till Sep 2009”
Sudan Khartoum**

Administrative officer: I Ensured Accurate Reporting of Banking Partner Referrals and Branch Non-interest revenue.

- **Sudanese Agricultural Bank “Oct,1,2007 Till Des,31,2007”
Sudan Khartoum**

Bank Clerk: Audited Branch Daily Transaction Activity Reports to underlying documentation ensuring the completeness and accuracy of information between the

back & front officer.

- **Al Zain Packing food for export, import and investment company Ltd “Jan,2000 Till Dec,2003 Sudan Khartoum”**
Logistics officer – Supply Chain: Manage Production Planning of Facilities With 5 production line producing over 300 units, With Finished Goods Inventory Across 20 Distribution Center, satellite warehouses.
Operation Supervisor: Organizing & maintain the influx of inventory to ensure No Shortage Of products available for Sales Persists.
Business Development Executive: Develop Marketing Strategies & Sales Plan Targeting Corporate Customer.

Career Objective

- A challenging management (Financial or Banking) position within an organization or multinational bank where my academic background & interpersonal skills as well as professional experience can be developed. Seeking an opportunity in your organization to get a perfect experience to help me improving my skills. I would like to offer my enclosed resume as an applicant for a possible position as officer for a full/part-time job in Management, I am very enthusiastic and eager to learn & apply what I have studied to achieve quality service and value added to my personal skills and community that will allow me to broad my knowledge in specialization (Management, finance & banking).

Skills

- Initiative, active and creative personality and self-confident
- Available upon request and handle any problem related with work
- Ability to communicate vertically (management and subordinates) & horizontally (colleagues) plus work under extra pressures and more duties
- Ability to communicate effectively both orally, skills and fluently speaking in language plus active and outstanding interpersonal skills
- Ability to marketing, selling and negotiation plus inserting data carefully using software system with good presentation skills
- willing to learn and listing more knowledge in specialization

Education / language / profile links

- **Master of Business Administration**
Sudan Khartoum Dec,2014
Garden City College for Since and Technology (GCCST) specialization in “Marketing”
 - Sudan academy for banking and financial science
B.sc in banking and financial science (specialization banking and financial studies) with degree good graduation in 2007.
 - **Computer certificate** from Sudan academy for banking and financial science (computer fundamental, Microsoft office (Word, Excel, Access), windos2000, system analysis and design, orcle8SQL*Plus, advanced computer information system). graduation in 2007.
 - **Arabic Language:** Fluency Writing, Reading, Speaking.
 - **English Language:** Fluency Writing, Reading, Speaking.
 - **Ethiopian Language:** Beginner Writing, Reading, Speaking.

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