**CV**

**Rinad Osman Yahya**

# a) Personal Information

Nationality: Sudanese

Date of birth: December 16th, 1988

Place of Birth: Dubai

Civil status: single

Phone: +971-554807325

E-mail: address::businessline88@gmail.com Address: Sharjah Shargan Villa number 13

Languages: Arabic (mother tongue), English

Computer skills: Advance Microsoft office applications

**b) Educational Record**

# Academic Qualifications

* Bachelor Degree of Business Administration , BBA from Bedfordshire University UK
* Scientific high school
* Training course Certificate of Advanced business English(MASAR) Oxford **Technical Knowledge:**
* MS Office
* Internet Browsing and applications
* Familiar with all windows platform
* Familiar with Tally Accounting system

**C) Professional experience**

# Customer Service/ Market Research Executive A/C Neilson Market Research Company (2017 up to present)

* Conducting surveys and call prospects
* consulting clients about project requirements and objectives
* designing research methods such as interviews and questionnaires
* carrying out qualitative or quantitative research
* Run customer service and cold sales calling tasks
* Handle task distribution, service level and performance quality for customer service team of four
* Handle complaints and policy compliance assurance
* Handle call backs for unsatisfied clients (difficult customers)
* Run credit check for companies and prospects

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# Manager for Ocean Heart Tourism L.L.C (2013- February 2015)

**Major duties:**

* Assisted with the establishment of Ocean Heart Tourism L.L.C. from the very beginning including company registration, staffing, budgeting and management of the day to day activities.
* Arranged tourism information, including art work, and drafted marketing plans
* Devised and planned tours guidelines, arranging itineraries and work plans for staff
* Organized and attending exhibitions, events, meetings and seminars
* providedfunding and business advice
* managed staff, budgets and staff training needs;
* developed e-tourism platforms, including websites, and business databases;
* Compiled periodical reports for Stakeholders

# Accountant for ALBARQ International Cargo (2009-2012)

As Accountant I provided both operational and programmatic support for Al Barq International Cargo. I supervised the finance unit and acted as financial spokesperson for the organization. I used to directly report to the President/Chief Executive Officer (CEO) and directly assists the Chief Operating Officer (COO) on all strategic and tactical matters as they relate to budget management, cost benefit analysis, forecasting needs and the securing of new funding.

**Major Duties:**

* Participated in developing new business plans, specifically: assisted the CEO and COO in identifying new funding opportunities, the drafting of potential programmatic budgets, and determining cost effectiveness of prospective service delivery.
* Reviewed the benefits of all contracts and advised the freight forwarders on programmatic design and implementation matters.
* Ensured adequate controls and that substantiating documentation is approved and available so that all purchases may pass audits.
* Oversee the management and coordination of all fiscal reporting activities for the organization including: organizational revenue/expense and balance sheet reports.  Oversaw all purchasing and payroll activity for staff  Monitored banking activities of the company.
* Assisted in the design, implementation, and timely calculations of wage incentives, commissions, and salaries for the staff.

**Marketing manager for Natal GENERAL TRADING L.L.C. (2007-2009)**

# Major duties

* Managed a team of two marketing executives and four sales persons
* Prepared marketing strategies alongside other company executives and staff.
* Analyzed markets trends and recommend changes to marketing and business development strategies based on analysis and feedback.
* Prepared and adhered to budgets.
* Designed print ads and publications.
* Gather and analyze customer insight.
* Developed and lead a marketing team that developed and executed new concepts, business models, channels and partners to position business as innovator and leader.

# Operation Supervisor in ADLER Ltd. (2006-2007) Major duties

* Coordinated with the production sites in Germany and U.S on orders production on a daily basis(conference call)
* Advised present or prospective customers by answering incoming calls on a rotating basis; operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
* Influenced customers to buy or retain product or service by following a prepared script to give product reference information.
* Documented transactions by completing forms and record logs.
* Maintained database by entering, verifying, and backing up data.
* Kept equipment operational by following manufacturer's instructions and established procedures; notifying team leader of needed repairs.
* Maintained operations by following policies and procedures; reporting needed changes.
* Maintains quality service by following organization standards.
* Contributed to team effort by accomplishing related results as needed.

# e) References

* Ms. Kholoud Amin, Managing Director, Ocean Heart Group of Companies phone: 0588404713 e-mail Kholoudamin731@gmail.com
* Ms. Rana Othman Yahya, Deputy Managing Director, Mulook Al Neel Cargo L.L.C. Dubai 0525538650