

RANIA MOHAMED SALIH MOHIELEEN

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SUMMARY

I had 10 years of experience in the office admin, Data Entry, customer care section and project coordination in the Telecommunication sector and Media Company.

EXPERIENCE

Project Coordinator

Maxwell Technologies Solution Company

01/2017 – 2/2020 Khartoum

Duties:

- Following all communication channels (mails, phone) to update work status and issues .
- Organizing, attending and participating in stakeholder meeting and ensure stakeholders views and needs are managed properly.
- Handle all the logistic related to the implementation projects and coordinate with procurement, logistic and warehouse for all new equipment and dismantled
- Preparing project reports and Documents

Back Office Agent (Customers care)

Zain Sudan

~ 05/2010 - 08/2014

Khartoum

Duties:

- Second line support for customer complains
- Resolving customers issues and ensure customer satisfaction.
- Escalation and following issues need support from network and IT.
- Ensure compliance with all applicable policies & regular requirements on Information Security.

My achievement:

Developed link shows affected areas by network problems to facilitate handling network complaints from customers.

Customers care agent

Zain Sudan

~ 11/2008 - 05/2010

Khartoum

Duties:

- Replay for customers enquiries and first line of support for customers issue
- Maintains and improves quality results by adhering to standards and guidelines
- Update products knowledge by studying new product description
- Ensure compliance with all applicable policies & regular requirements on Information Security.

Data Entry

Zain Sudan

~ 01/2008 - 10/2008 Khartoum

- Enter customer's contracts data in Zain Registration system.

Office Coordinator

Links Technology

~ 02/2007 - 11/2007

Performing administrative tasks such as answering phone calls sending and receiving emails, faxes, organizing meetings.

EDUCATION

Bachelor of Electronics Science (Telecommunication& control)

Gezira University

~ 01/2001 - 12/2006

LANGUAGES

Arabic



Native

English



Advance

SKILLS

Communication and

Excel, word, power point, outlook

Problem solving Self-directed

Organizing

Time management

TRAINING / COURSES

- Advance Technical report Writing program

- Advance Excel and PowerPoint
 - Problem solving & Decision making
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