



Elzahraa Abdallah

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About

- Respectful self-motivator gifted at finding reliable solutions for software issues. Experienced in windows and Microsoft office and offering . Fluent in Arabic and English, accustomed to working with cross-cultural, global teams

Education

- **Sudan University of science and technology** 2009
Electronics Engineering /computer
- **Mop training center** 2019
excellence in customer service
- **Dakh training center** 2015
Marketing and sales methodology
- **Arabic training center** 2013
Project management (PMP) course

Experience

- **Ministry of Planning and development** Jan 2015 - Current
It team lead
 - Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
 - Upsold products and services to increase company revenue Number 30% beyond targets
 - Managed team of 10 employees, overseeing hiring, training, and professional growth of employees.
 - Developed and adjusted project schedule and timeline for schedule installation with equipment shipment.
 - Organized cost control measures with with required payroll and performance management using project management (PM) methodology.
- **Ministry of Planning and urban development (Khartoum. Sudan)** June 2011 - 2015
Technical support Engineer
 - Assisted 300 customers by answering questions, responding to inquiries and handling telephone requests.
 - Contributed to organization achieving and holding organization -leading information technology service ratings
 - Entered customer information into customized computer system with Software to document and organize client and equipmentsrecords.
 - Evaluated customer information to explore issues, develop potential solutions and maintain high-quality IT service.
 - Recommended products to customers, thoroughly explaining details.
 - Network installation and configuration.
 - Pc and others IT equipments such as printers, scanners software and ip configuration and troubleshooting.

Skills

- Effective communication skills
- Knowledge retention and recall
- Excellent with research method
- Creative problems solving
- Excellent experience with Microsoft office set including word, power point, excel.
- Professional writing capabilities, including emails, memos, letters and other industry related reports.

- Excellent organizational and time management skills
- Team lead and project management