



Fatima Omer Ibrahim Abdelrahman

Career Position: Nursing

Location: Dubai, UAE

Dubai, UAE

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Profile Summary

I aspire for a challenging position in a professional organization where I can enhance my professional skills and strengthen my performance. Looking to obtain a professional career by applying technical skills which has been obtained from work experiences that in turn would contribute to the growth of the organization and for my individual personality development. Looking for both personal and professional growth makes me capable of working confidently under pressure. My background and growing up experience has given me a deep insight in the culture and society together with a wider scope in the world of business.



Area of Excellence

Work Under Pressure ★★★★★

Communication ★★★★★

Customer Service ★★★★★

Problem Solving ★★★★★

IT & Computer Skills ★★★★★

Creativity ★★★★★

Team Management ★★★★★

E- Marketing ★★★★★

Online systems and websites. ★★★★★



Soft Skills

Communicator

Innovator

Thinker



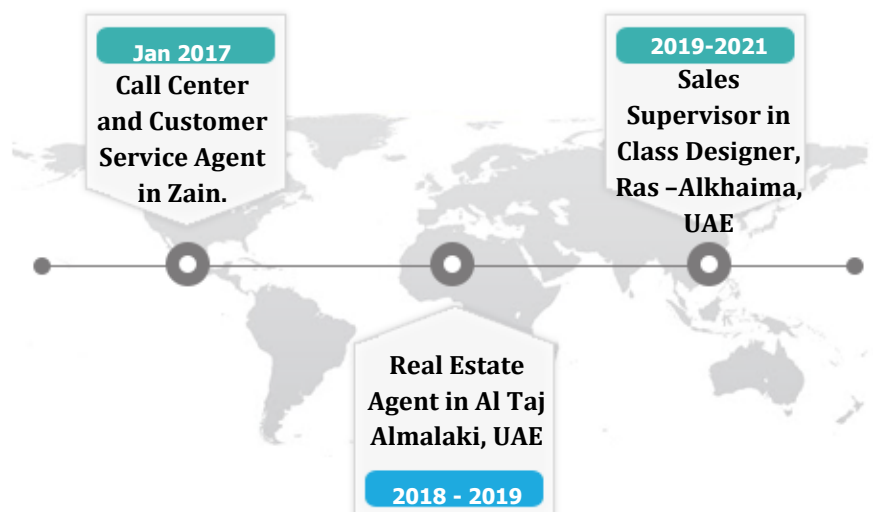
Education

- **Diploma of Nursing**
From University of Khartoum. Sudan , May, 2016

- **Diploma of Computer Science**
From International University of Africa. Sudan , 2014



Career Timeline



Work Experience:-

Dec 2019 to Feb 2021

Designation: Sales Supervisor in Class Designer

Location: , Ras-Alkhaima, UAE

Description:

- ▶ Supervises and coordinates the daily activities of sales representatives engaged in promoting and selling a product by phone or mail.
- ▶ Recommends changes to current sales techniques or procedures based on team performance and new selling techniques.
- ▶ Demonstrate products and services to customers and assist them in selecting those best suited to their needs

August 2018 to Dec 2019

 **Designation: Real Estate Agent**

Location: in Al Taj Almalaki, UAE

Description:

- ▶ Helps clients purchase, rent, or sell properties.
- ▶ Advice clients about market conditions, conduct walkthroughs.
- ▶ Provide guidance and assistance through the process of buying, selling, or leasing properties.

Jan 2017 to August 2018

 **Designation: Customer services – Call Center Agent**

Location: Zain (mobile telecommunication company)

Description:

- ▶ Replying customer Calls and Solving their Complains.
- ▶ Reporting and Guide Customers to activate packages.
- ▶ Identify customers' needs, clarify information, research every issue and provide solutions.
- ▶ Build sustainable relationships and engage customers by taking the extra mile.
- ▶ Proficient typing and editing skills with advanced IT Skills.
- ▶ Hands-on experience with MS Office and MS Excel.

COMPUTER SKILLS:-

- ▶ Proficiency in computer programs in general and Microsoft office programs (word, PowerPoint, exceletc.).
- ▶ Proficiency in Online systems and websites and E-Marketing.

LANGUAGE:-

- ▶ ARABIC (mother tongue)
- ▶ ENGLISH (Fluent speaker)

Personal Details:-

- ▶ NATIONALITY : SUDANESE
- ▶ MARITAL STATUS: SINGLE
- ▶ DATE OF BIRTH : 05/07/1992
- ▶ PLASE OF BIRTH : SUDAN