

# ABUELYESSR MOHAMED

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Sudanese, Employment visa, UAE driving license



## SUMMARY

- Goal-oriented in identifying new business opportunities, cultivating and maintaining relationships with executives, businesses and business partners.
- Detail-oriented, as a lead of customer care, has taken key role in improving customer experience through mentoring, directing and supervising overall functions and staff of customer service agents, handling top-notch professional support services, providing personal interaction, and resolving varied client inquiries and complex issues.

## EXPERIENCE

**BUSINESS DEVELOPMENT MANAGER** HITCH SECURITY SOLUTION LLC. MAY 2019 –CURRENT  
SHARJAH, UAE



- Business formation
- Development of costing structure
- Develop and execute business plans and policies, both short and long term, to ensure the profitable growth and expansion of the company's products and services.
- Interact with Business partners and clients ensure the business unit is well informed of business development activities in our respective markets.
- Exploring new markets and building solid business relationship with overseas clients

**CUSTOMER CARE TEAM LEAD**, SUDONG SDN BHD OCT 2015 –MAR 2018  
KUALA LUMPUR, MALAYSIA



- Oversaw daily activities and supervised a team of Customer Service representatives
- Trained and managed a team of Client Services Associates that focused on meeting customer Service efficiency and quality standards.
- Measure and evaluate the performance of the customer service representatives
- Conduct one on one session, team meetings, outline performance improvement plans and enforce correction actions when necessary
- Monitor, evaluate and report on business trends
- Identify customer needs and expectations and formulate quality assurance policies

**EXECUTIVE TECHNICAL SUPPORT**, SCICOM SDN BHD NOV2011 –SEP 2015  
KUALA LUMPUR, MALAYSIA



- Tele-sales supporting, introducing new products and gathering customer's feedbacks pertaining to products and services.
- Provides technical support for all workstation, network hardware, software, connection, printer and applications
- Responsible for the daily operation of specific service line and ensuring all services are operating at proper levels.
- Prepare documentation

## **EDUCATION**

### **BACHELOR OF INFORMATION TECHNOLOGY (HONS)**

Multimedia University, Malaysia Dec 2011



### **PROFESSIONAL QUALITY MANAGER (PQM), Oct 2022**

## **SKILLS**

- Quality assurance (QA)
- Interactive communication
- Business development
- leadership
- language: Arabic, English

## **TECHNICAL SKILLS**

- Microsoft applications
- AVAYA (Unified Communication Centre)
- DWFM (Dynamic Workforce Management System)
- FMS (Field Management System)
- ESS (Human Resource Management System)
- NUCLEUS (Daily Floor Operation Management)