

**Address:**

Dubai - Al Mamzar,
Cairo St., Villa 36.

Mobile No.:

00971568099889

E-mail:

mohand1290@yahoo.com

Nationality:

Sudanese

Date of Birth:

25-01-1986

Marital Status:

Married.

Driving License:

UAE Driving License

Language:

Arabic, English

Mohanad Salaheldin Ibrahim Mohammed

Career Goals:

A highly qualified customer-focused professional, seeking an opportunity where I can use my excellent customer service skills, outstanding communication skills and deep knowledge of service industries and products to help solve customers' issues.

- Extensive Customer Service Representative.
- Sales, Collections, and Telemarketing.
- Proficient in Microsoft Word, Excel, Internet, and PowerPoint.
- Verbal and written communications.
- Exceptional phone skills.
- Professional attitude and work ethics

Education:

Bachelor Degree (BSc) in Information Technology, National Ribat University, Sudan 2007

Computer Knowledge:

MS Office, Internet & Browsing.

Professional Experience:

Al Tracs Rent A Car (Dubai - UAE) April 2019 – Sep. 2019

Sales Executive

- Dealt with customer enquiries about the availability and cost of vehicles.
- Registered bookings and explained the terms of rental or leasing agreements.
- Completed paperwork with the customer regarding payments.
- Showed vehicle to customers and pointed out any bumps, scrapes or special features.
- Provided ongoing service and sales support.
- Accurately inputting the details in the CID system as the standard which is established by the Dubai police.
- Ensures that the customer in the CID system corresponds with that in the internal system at all times.
- Keeps updates with the latest industry trends and government regulations and new products in the market.



Pattern Furniture (Bahrain) April 2018 - Feb. 2019

Sales Executive

- Dealt with different types of customers in a professional attitude.
- Ensures teamwork between co-workers.
- Showed chairs to customers and provided sales support.
- Always keeping record of every purchase has been made.
- Agreements. Completed paperwork with the customer regarding payments.

Mohajer Rent A Car and Yousco Rent A Car (Dubai - UAE) Feb. 2014 - Aug. 2017

Office Manager

- Dealt with customer enquiries about the availability and cost of vehicles.
- Registered bookings and explained the terms of rental or leasing agreements.
- Completed paperwork with the customer regarding payments.
- Showed vehicle to customers and pointed out any bumps, scrapes or special features.
- Checked mileage and scrutinized for damage when vehicles were returned.
- Provided ongoing service and sales support.
- Accurately inputting the details in the CID system as the standard which is established by the Dubai police.
- Ensures that the passport scanning is done correctly.
- Ensures that the customer in the CID system corresponds with that in the internal system at all times.
- Demonstrate the 12-Service Excellence Basics.
- Keeps updates with the latest industry trends and government regulations and new products in the market.

Hi Speed Computer Outlet – (Sudan) Feb. 2012 – Oct. 2013

Sales Executive

- Organising sales visits.
 - Clarifying customers' and clients' requirements and recommending the appropriate products.
 - Negotiating contracts.
 - Maintaining sales records.
 - Giving demonstrations.
 - Attending trade exhibitions, conferences and meetings.
 - Preparing tenders and proposals.
 - Reviewing sales performance.
-

Moawia El Berier Group (Sudan) Dec. 2010 – Aug. 2011

Teller

- Responsible of Cash Payable and sales treasury.
- Collecting and paying cash.

Ministry of Higher Education (Sudan) May 2007 - Jun 2009
Department of Higher Education

Associate Process

- Processing variety of data with regard to issuance of higher secondary school result.

References:

1. Mr. Mohammed Yousuf Qamber (Owner)
Mohajer Rent A Car and Yousco Rent A Car
Email: mohajer_rentacar@yahoo.com
 2. Mr. Saleh Ibrahim Al Khrashi (Owner)
Pattern Furniture – Bahrain
Mobile No. 00966504450544
 3. Mr. Mohammed Abdullah Mohammed Ibrahim (Supervisor)
Noor Bank
Phone number: 00971 585891176
-