



Abdulkarim Ahmed Awdah Al-Serri

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OBJECTIVE

As a dynamic professional with diverse experience in business development in Canada and IT solution consulting in the UAE, and the other mentioned experiences below, I am seeking an opportunity to contribute my skills and knowledge in a challenging role. Holding a Master's degree in International Cooperation and Humanitarian Aid, I bring a strong background in staff management and guidance. Known for fostering collaboration and empowering individuals to achieve their goals and promoting continuous improvement. Utilizing my flexibility, academic skills, and personal strength, I am eager to provide valuable contributions to the success of your projects.

Consultancy works

Remotely work with Linkyou.Inc

<p><u>Business Development Consultant at Canada regain Apr2020 - Nov 2022</u></p> <ul style="list-style-type: none"> - Data-Driven Analytics: Collecting and analyzing business and IT data, enabling informed decision-making and improving outcomes. - Business Development: Conducting market research and implementing strategies to acquire clients, increase sales, and negotiate contracts, resulting in revenue growth. - Customer Relationship Management: Identifying advanced marketing opportunities, enhancing relationships, and increasing sales through effective strategies. - Expertise in data analysis, market research, and strategic expansion, supporting informed decision-making and business growth. 	<p><u>IT Solution Architect Consultant at UAE regain Sep 2023- Mar 2024</u></p> <ul style="list-style-type: none"> - Guiding and training the IT team in effective stakeholder communication strategies, facilitating requirements gathering and translating them into technical requirements. - Developing high-level designs and architectures, using Power BI to provide clients with data analysis and insightful insights. - Providing technical support and troubleshooting for various IT systems. - Developing and implementing digital transformation strategies to improve operational efficiency and enhance user experience. - Implementing CRM and ERP systems, project management, and quality assurance. - Guiding technical teams and providing training and mentoring to enhance skills and performance.
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LinkYou.Inc. is Canadian Consultant in Recruitment, Information Technology, and Web Development solutions. Boost business in Marketing and Branding.

EXPERIENCE.

Yemen Company for Mobile Telephony (SabaFon)
Sales Shop Agent 2010 – 2013

Achievements:

- Enhanced customer satisfaction through improved reception and interaction.
- Effectively handled sales, billing, SIM changes, and technical claims.
- Ensured accurate cash and stock management.

Yemen Company for Mobile Telephony (SabaFon)

Call Center Agent

2008 – 2010

Achievements:

- Achieved exceptional customer satisfaction through creative reception, sales, problem-solving, financial management, and adaptability to additional responsibilities.
- Showcased creativity in delivering outstanding customer service, resolving issues, and managing finances to ensure customer satisfaction.

Yemen Company for Mobile Telephony (SabaFon)

Supervising & Quality Assurance for 120 of the call center staff 2012

EDUCATION

Master's in International Cooperation and Humanitarian Aid

KALU institute is a Humanitarian Aid Studies Center

2023

("Award of Excellence")

Mini MBA (Master Business Administration)

International Electronic University

2015

("Award of Excellence")

Mini MBA (Master Business Administration in Marketing)

International Electronic University

2014

("Award of Excellence")

Bachelor of Information technology

Yemeni Jordanian University

2008 - 2011

("Good")

High diploma of Computer Software Applications Technology

Community College, Sana'a, Yemen

2006 - 2008

("Good")

High school

Jamal AbdulNasir High School

2004 - 2005

("Good")

Training Course

Web Application Development

*(HTML, CSS, Bootstrap, Java Script, jQuery, PHPSQL,
Web SECURITY, Laravel, Word Press)
YEMEN PLATFORM FOR TECHNOLOGY*

2022

("Good")

Duolingo English test certificate

certs.duolingo.com/vz87meyj

2021

("Good")

English Language IELTS Academic test certificate

British Council Cairo, Egypt

2021

("Good")

English Language to (Level 4B)

New Horizons English Learning Centers

2015

("Excellent")

Diploma in Sales and Marketing Director

Sona'a Alkarar International Corp

2014

("Excellent")

Diploma in Companies Management

Sona'a Alkarar International Corp

2014

("Excellent")

Diploma in Business Administration

Arabic Nation Corp University

2014

("Excellent")

Cisco Diploma (CCNA)

2014

<i>General Telecommunication Institute</i>	("Excellent")
Advance Customer Interaction <i>Apex for Training & Consulting</i>	2013 ("Excellent")
Diploma in Human Resources Management <i>Future University</i>	2011 - 2012 ("Excellent")
Microsoft Office (Access, Excel, Power Point, Etc) <i>Youth Institute for Languages & Computers</i>	2003 ("Excellent")
Accounting <i>Jamal Abdulnasir Business Center</i>	2001 - 2002 ("Excellent")
Communication skills	2/2013

KEY SKILL

- Data Analysis and Retrieval: Proficient in using analysis tools such as Excel, Power BI, and SQL for data analysis, evidence retrieval, and reporting.
- Business Development and Marketing: Experience in market analysis, developing marketing strategies, customer acquisition, and fostering business relationships.
- Project Management: Ability to plan, organize, execute, monitor, and evaluate projects to ensure successful implementation.
- Information Technology: Comprehensive knowledge of information technology systems, software development, network management, and information security.
- Leadership and Guidance: Ability to motivate and guide teams, enabling them to achieve success and common goals.
- Communication and Negotiation: Strong communication skills and the ability to negotiate and build relationships with clients, partners, and stakeholders.

LANGUAGE

- **Arabic** Mother tongue
- **English** Speaking- Reading- Writing High competency.

References

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- ✓ Abdulkarim Al-Shami/ Yemen Country Compliance Manager
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- ✓ Mohsen Shofifah / Employee relation senior agent (SabaFon Company)- Yemen
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CIRTIICATIONS & REFERENCES

Available upon request