

MOHAMMED HUSSIEN

Sales Coordinator

Dubai, United Arab Emirates

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PROFILE

Experienced sales coordinator with a demonstrated history of providing exceptional customer service, resolving inquiries, and managing cash transactions efficiently. Skilled in inventory management, order processing, and ensuring stock accuracy.

EMPLOYMENT HISTORY

- ❖ **Sales Coordinator, Dal Food Industries** Oct 2021 — Present
Khartoum
 - Addressed customer inquiries, resolved complaints, and managed cash transactions with efficiency.
 - Managing periodic orders, receiving shipments, validating receipt invoices, inputting data into the system (Odoo), and subsequently coordinating the transfer of goods to the store after thorough order review.
 - Performing monthly inventory audits to ensure meticulous stock management, with a dedicated emphasis on identifying and promptly reporting any damaged or expired products within the store.
- ❖ **Customer Service Agent, Tirhal Company** Apr 2019 — Aug 2021
Khartoum
 - Skillfully resolved customer concerns, maintaining a high resolution rate.
 - Proficient in providing prompt and courteous responses to customer inquiries via phone, email, and chat.
 - Adapted to new technologies and customer service tools to enhance the customer experience.
- ❖ **Accountant, Mawasem Baby Shop** Oct 2018 — Apr 2019
Khartoum
 - Managed financial transactions, including invoicing, expenses, and payroll, ensuring accuracy in a clothing store and baby supplies context.
 - Maintained meticulous financial records and utilized accounting software for efficient record-keeping.
 - Conducted regular audits to guarantee compliance and accuracy in financial documentation, contributing to the overall financial health of the business.
- ❖ **Cashier Supervisor, Al Anfal Group** May 2017 — Oct 2018
 - Supervised daily cashier operations and provided exceptional customer service.
 - Assisted cashiers in resolving customer complaints and handling payment issues. Assisted cashiers in resolving customer complaints and handling payment issues.
 - Trained new cashiers on store policies, rules, procedures, and customer service guidelines. Trained new cashiers on store policies, rules, procedures, and customer service guidelines.
 - Monitored store sales to ensure transaction accuracy and compliance with company policies.

EDUCATION

- ❖ **University of Science Technology** Jan 2011 — Jun 2015
Bachelor of Business Administration

SKILLS

E-Accounting	Expert	Communications	Expert
Supply Chain	Expert	Sales	Expert

Inventory Management	<i>Expert</i>	Management	<i>Expert</i>
Relationship Building	<i>Expert</i>	Data System	<i>Expert</i>
Order Processing	<i>Expert</i>	Customer Service	<i>Expert</i>
Supply Chain Management	<i>Expert</i>	Accounting	<i>Expert</i>
Operations	<i>Expert</i>		

LANGUAGES

English Arabic

COURSES

❖ **Introduction to Supply Chain Management** Sep 2022 — Sep 2022

Benchmark Training Center

❖ **E-Accounting** Oct 2019 — Oct 2019

KYM Training Center

❖ **Administration** May 2016 — Dec 2016

Ministry of Finance Economy and Consumer Affairs

❖ **Professional Salesman** Apr 2018 — Apr 2018

Tafaoul Center for Training & Capacitance Development