

Yaseen Alsamani Musa

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SUMMARY

Seeking opportunities to leverage a diverse skill set and strong work ethic to contribute to the success of organizations. Committed to continuous growth and excellence in every endeavor.

EXPERIENCE

Driver

Dall Food Company

December 2022 – December 2023, Sudan

- Transporting esteemed managers to their destinations and delivering delectable culinary creations to various events and parties.
- Provide a comfortable and professional driving experience, reflecting the company's commitment to excellence.
- Maintain the driving vehicle in impeccable condition, ensuring it's clean, fueled, and mechanically sound for each journey.
- Plan efficient routes using navigation tools to minimize travel time and optimize productivity.
- Provide exceptional customer service to managers during transportation, accommodating any special requests and ensuring their comfort and satisfaction.
- Maintain a professional demeanor and friendly attitude, representing the Dall Food Unit brand with pride.

Call Center Receptionist

MTN Telecom

November 2019 – November 2020, Sudan

- Managed incoming customer calls, addressing inquiries and resolving issues efficiently.
- Provided comprehensive support to customers, guiding them through various services and processes.
- Assisted in streamlining payment procedures, ensuring accuracy and efficiency.
- Maintained a professional and courteous demeanor during all interactions with customers.

Receptionist

Alasfya Dental Center

January 2019 – August 2019, Sudan

- Greeted patients with a warm and welcoming demeanor upon their arrival at the dental center.
- Coordinated patient appointments, ensuring smooth scheduling and efficient operation of the center.
- Assisted in supervising staff activities and coordinating daily duties to optimize workflow.
- Managed administrative tasks, including documentation and record-keeping.

EDUCATION

Bachelor of Science in Geology

University of Khartoum • Sudan • 2017

- Awarded full scholarship for 5 years due to graduate
- specialized in Petroleum Geology

CERTIFICATIONS

Petroleum Laboratories

Ministry of Petroleum, Sudan • 2018

Drilling Techonology

Ministry of Mining, Sudan • 2018

Initiating and Planning Projects

University of California • 2024

COURSEWORK

Microsoft Office Certification

Microsoft • 2019 • Word, Excel, PowerPoint

SKILLS

Customer Satisfaction, Call Centers, Retail, Telecommunications, Customer, Navigation, driver skills, communication and teamwork.
Very good in English language and flaunt in Arabic language.
Have UAE light vehicle driving license.

