

# Omer Mokhtar

Dubai, UAE | +971527519837  
omerbash1995@gmail.com

## Summary

---

highly motivated and detail-oriented professional with expertise in data analysis, project management, and process improvement. adept at troubleshooting and resolving complex issues. skilled in developing and implementing innovative strategies to reduce costs and increase efficiency

## Experience

---

### **Al Rinass For Logistics Services | UAE, Dubai** **Marketing And Sales Specialist | 01/2024 - Present**

- Assisted in implementing a new product launch, resulting in a \$50k increase in revenue
- Worked with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services
- Branding Campaigns
- Sales Campaigns

### **Freelancer | KSA** **Web Developer | 03/2019 - Present**

- Establishing the primary UML
- Designing professional and responsive User Interface
- Creating And Developing Classes
- Creating Data Layers And Patterns
- Creating Databases
- Fetching API
- Link database with Classes
- Testing and implementing

### **Youth House Training Center | Sudan , khartoum** **Computer & Programming Trainer | 12/2022 - 03/2023**

- Explained Complex Coding Concepts In An Understandable Way For Each Students Level Of Knowledge
- Demonstrated The Use Of various Programming Languages, Including Java, C++ And python
- Conducted Assessments To Evaluate Student And Understanding Of Course Material And Provided Feedback On Areas Of Improvement
- Fostered Collaboration Between peers By Providing Group Activities That Promoted Teamwork
- Created a Positive Learning Enviroment By Encouraging Student Participation And addressing Questions In A timely manner
- Developed And implemented Lesson Plans To Introduce Students To Programming Concepts, Such As Variables, Functions, Classes And Objects
- Assisted Students With Developing Projects That Applied The Concepts They learned During tutoring
- Encouraged Critical Thinking Among Students When Solving Problems Related To Programming Logic
- Conducted Assessments To Evaluate student Understanding Of Course Material and Provided Feedback On Areas Of Improvement
- Conducted Workshops On Basic Computer Skills, Such As navigating The Internet, Creating Documents And Using Email promoted Best Practices For Computer Safety By Educating Users About Cyber Threats And Malware Protection Methods

### **Skill Up Training Center | Sudan , khartoum** **Computer Trainer | 10/2022 - 12/2022**

- Assisted Students With Developing Projects That Applied The Concepts They learned During tutoring
- Encouraged Critical Thinking Among Students When Solving Problems Related To Programming Logic
- Conducted Assessments To Evaluate student Understanding Of Course Material and Provided Feedback On Areas Of Improvement
- Conducted Workshops On Basic Computer Skills, Such As navigating The Internet, Creating Documents And Using Email promoted Best Practices For Computer Safety By Educating Users About Cyber Threats And Malware Protection Methods

**Arab Open University Training Center | Sudan , Khartoum**  
**Programming Trainer | 06/2022 - 08/2022**

- Explained Complex Coding Concepts In An Understandable Way For Each Students Level Of Knowledge
- Demonstrated The Use Of various Programming Languages, Including Java, C++ And python
- Conducted Assessments To Evaluate Student And Understanding Of Course Material And Provided Feedback On Areas Of Improvement
- Fostered Collaboration Between peers By Providing Group Activities That Promoted Teamwork
- Created a Positive Learning Enviroment By Encourging Student Participation And addressing Questions In A timely manner
- Developed And implemented Lesson Plans To Introduce Students To Programming Concepts, Such As Variables, Functions, Classes And Objects

**Zain Telecom | Sudan , Khartoum**  
**Call Center Representative | 03/2021 - 04/2022**

- Achieved customer satisfaction rating for having a friendly, understanding, and patient attitude toward customers.
- Managed customer returns and complaints with an understanding demeanor, increasing customer brand loyalty.
- Executed customer questions, resolving issues and reducing the need for supervisor assistance by 19%.
- Quickly triaged incoming calls, and escalated calls when necessary, reducing the average time to resolution by 19%
- Grew existing customer accounts by 29% through exceptional customer service and effective sales techniques
- Actively worked to display a courteous and empathetic attitude to customers, resulting in a net promoter score an over 40%
- Maintained a knowledge base of the evolving product offerings, and improved customer retention by 9% by proactively recommending new products to existing customers.
- Exceeded quantitative metrics on customer satisfaction, customer retention, and inquiry volume.
- Actively maintained and updated customer accounts in HubSpot, Promptly handled an average of 80 customer inquiries and complaints per day with a 96% customer satisfaction rate

**Fathi Mansour Enterprises | Sudan , Khartoum**  
**Data Entry Specialist | 01/2018 - 02/2021**

- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment
- Provided customer service and was involved in training [x] new team members each month
- Created and Maintained detailed Records of All Data Entry Actiivities To Ensure Accuracy
- Performed Quality Assurance checks On Data Entries To Ensure Accuracy Of Information
- Maintained Confidentiality When Handling Sensitive Information From Customers
- Enterd Customer And Account Data By Inputting Alphabetic and Numeric Information On Keyboard Or Optical Scanner According To Screen Format
- Evaluated Information Against A set of Standards And verified That It Was Correct
- Verified The Accuracy Of Data Entered Into The Electronic records Management System
- Upload a Scanned Documents To An Electronic Records Management System
- Developed Reports Based On Collected Data For Management Review
- Ensured Compliance With Company Policies regarding Security of confidential Information
- Implemented Established Procedures For Entering, Verifying, Correcting ,Deleting, Reviewing And Updating data records

## **Skills**

---

Computer literacy, Communication skills, Microsoft Office, Time management, Python, Java, JavaScript, PHP, Teamwork, CRM Software, Multi Tasking, Marketing, Microsoft excel, Customer service, Leadership

## **Education**

---

**Arab Open University | khartoum, Sudan**  
**Information Technology**

## **Languages**

---

English, Arabic, French

## **Certificates**

---

