



# KHALID ABDALGADER

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LANGUAGE: ARABIC NATIVE, ENGLISH

## OBJECTIVE

Desire a sales and marketing position with organization to perform various organizational and business tasks employing knowledge from a MBA degree and special training and courses I studied and my ability to deal with favourite and experience.

## SKILLS

- **A**bility to work with team and can manage conflicts. Interact and communicate effectively with all levels of staff, senior management and different teams.
- **C**ommunicate effectively and clearly, in writing and verbally, in one-on-one and group presentation situations.
- **P**erform duties with care, diligence, professionalism, and integrity.
- **H**ave stress management skills and know how to reduce stress level and increase productivity.
- **P**roblem solver.
- **T**ime management skills.
- **H**ave strong work ethic.

## EXPERIENCE

### OPERATION COORDINATOR, SBK HOLDING(RFS) SEPT 2018 – NOW.

Maintain daily reports, receiving clients, employees call and solved their problem in professional manner, and updating all employees' reports, follow daily processes and approaching employees, Setting CCTV, and managing recorded videos, troubleshooting, installing software hardware and software.

#### Duties:

- Operate control room operations and Ensure that all safety and security system monitoring equipment installed in the control room are properly functioning.
- Translate report to arabic and send them the top level management, and Respond to all requests for security services, and provide support and generate daily and weekly and monthly reports of the operation.
- Maintain employees logs and records of all events occurring.
- Generate daily and periodic reports of the daily operation.
- Follow the operation control room policies, procedures and guidelines.
- Monitor CCTV systems and react to any incidents.
- Perform other related duties as assigned by team leader such as taking part in training, developing and implementing processes.

### SOFTWARE DEVELOPER, HI TECH HOLDING, SUDAN MAR 2016 - SEP 2018.

Delivering training to groups of trainees and using advanced teaching techniques to inspire and motivate them for higher level qualifications



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and then employment. Also involved in recruiting and interviewing potential new staff. Responsible for organizing open evenings and giving demonstrations to trainees on the college's commitment to high quality education and training. - Organized, implemented and monitored programs and assessments. - Was responsible for preparing learning material for courses and devising relevant practical activities. - Involved in course team activities and curriculum development for students. Participated in the interviewing of potential trainees.

## EDUCATION

### **MBA • 2016 • UNIVERSITY OF KHARTOUM**

Last Semester GPA 3.71 with CGPA 3.33

### **BSC IN KNOWLEDGE ENGINEERING • 2014 • FUTURE UNIVERSITY**

Graduated with CGPA 3.09

## CERTIFICATIONS AND COURSES

### **Marketing and management:-**

1. The Fundamentals of Digital Marketing(ID: [L3W UK8 6AV](#) ) – (Google Garage)- July2020.
2. Operation Room Staff-from National Security Institute (NSI)-UAE-August-2019.
3. Marketing Skills (Dalor Training Center), Agust-2017.
4. Business planning (Future University), Dec-2015.
5. SWOT Analysis Certificate (Multimedia University - Malaysia), Jan-2015.

### **Computer and IT Courses:-**

6. Google IT support Professional Certificate [Click Here to Verify](#)
7. Technical support fundamentals, Google, Sept 2020, verify the link <https://coursera.org/verify/P9ZD2TVNQ353>.
8. Advance Google Analytics, Google Academy, Sept 2020, <https://analytics.google.com/analytics/academy/certificate/vFilxp5PSCl0E0EerjZWQ>
9. C# programming language (Future University). Sept-2015.
10. ICDL Certificate (ICDL Foundation), May-2014.
11. Oracle 10g Certificate (Future University), Feb-2013.

### **Teaching and Training:-**

12. Professional training for Sudanese universities staff (The Professional Association of Sudanese Higher Education Academic Staff Development), Dec-2015.
13. The quality certificate of high education (Ministry of High Education and Scientific), Oct-2015.

