

Mohamed Albushra Mohamedalhassan Omer

UAE Resident

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Objective:

Dedicated professional with a diverse background in customer relations, media, production, and management, seeking a challenging role in social media, production, customer relationship management, or related fields. Proven ability to excel under pressure, solves problems, and adapt to various work environments.

Professional Experience:

Customer Relationship Senior Officer

Zain Telecommunication Company, Sudan

[2019 - 2020]

- Managed customer relations, addressing queries and resolving issues to ensure customer satisfaction.
- Led a team of customer service representatives, providing training and support.
- Collaborated with the marketing team to develop strategies for retaining and acquiring customers.

Senior Administration Officer

Ministry of Culture and Media of Sudan

[2016 - 2017]

- Oversaw administrative functions, including document management and staff coordination.
- Contributed to the planning and execution of media and cultural events.
- Managed budgets and resources efficiently.

Production Manager

Marbles Art Production, Sudan

[2016 - Present]

- Supervised the production process, ensuring high-quality outputs within budget and timelines.
- Coordinated with creative teams to develop content and oversaw its production.
- Implemented production schedules and managed resources effectively.

CEO

Media Us, Sudan

[2017 - 2021]

- Founded and managed a media company, overseeing all operations and strategic planning.
- Led a team of professionals, ensuring the successful execution of media campaigns and projects.
- Developed and maintained client relationships, delivering exceptional service.

Shift Manager

Dazed Waste Management Company, Sudan

[2021 - 2023]

- Managed shift operations, ensuring smooth and efficient waste collection and disposal.
- Implemented safety protocols and managed a team of workers.
- Maintained a high standard of environmental responsibility.

Media Manager

Zaid Ibn Thabet Organization, Sudan

[2016 - 2017]

- Directed media activities for an organization, managing content creation, campaigns, and online presence.

Media Manager

National Centre for Youth Training, Sudan

[2016 - 2017]

- Oversaw media and communication efforts for a youth training center.
- Developed marketing strategies to attract participants and donors.

- Managed media projects and coordinated with trainers and staff.

Manager of Technical Operations and Inventory

Kabeda International Schools, Sudan

[2021 - 2022]

- Managed technical operations and inventory for an educational institution.
- Ensured a smooth workflow for educational activities.
- Coordinated maintenance and upgrades for technical equipment.

Senior Customer Relationship Staff

Bank of Khartoum, Sudan

[2021 - 2023]

- Responded to customer inquiries, complaints, and resolved technical issues to enhance customer satisfaction.
- Supported and served as a Subject Matter Expert (SME) for new joiners in the customer relationship department.

CEO

Dar Al Anqa'a Publication and Distribution Centre, Sudan

[2017 - 2021]

- Founded and managed a publication and distribution center.
- Oversaw content creation, distribution, and partnerships with publishers.

Projects:

Fm Tradd Farah

- Fm Tradd Farah is a 30-episode comedy sitcom shown on Sudanese Channel 24 and on the Shahid.net platform.
- The production was managed by me.

Thore Song

- Thore Song is a song by the artist Dina Salah that discusses the Sudanese revolution and the role of women in it.
- I directed and managed the production of this song.

Trnemt Hob

- Trnemt Hob is a long dramatic series of thirty episodes currently showing on the Shahid platform.
- I play the role of production management in this series.

Young Intercession Campaign with UNICEF

- Young Intercession is an entire awareness campaign for UNICEF in North Darfur.
- The campaign was managed by me.

Tansa Broadcast

- Tansa Broadcast is a light talk show broadcast on social media platforms.
- The production was managed by me.

Photography

- I have experience covering many celebrations and public programs through photography.

Work and Affiliations:

- Member, Life Makers 2014 to 2016
- Founder, Arahcom Initiative 2016 to 2020

Education:

Bachelor's Degree in Education

Faculty of Education, Omdurman Islamic University, Sudan

[2015]

Skills:

- Strong attention to detail
- Excellent communication skills
- Effective under pressure
- Proficient problem solving and analysis
- Adaptable to both team and independent work
- Quick learner
- Strong computer skills
- Exceptional telephone etiquette
- Easily adaptable to new environments
- Well-reasoned decision-maker
- Microsoft Office (Word, Excel)
- Photography
- Video editing
- Production
- Marketing

Workshops and Courses:

- General Media Workshop
- Photography Workshop
- Television Photography Workshop
- Montage Basics Workshop
- Management of Small Businesses Course

References:

- Sarah Mohamed Azem

General Manager of Dar Al Anqa'a Publication and Distribution Centre, Sudan

Phone Number: +249964463508

- Mohamed Altrafe Hasabalrasol

CEO and Founder of Marbles Art Production, Sudan

Phone Number: +249118888898

- Hamed Almake

Supervisor in Bank of Khartoum, Sudan

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