



# Curriculum Vitae Of **MIRGHANI ABDEL AZIZ MOHAMMED DIAB**

## Personal Data

- Date of birth 1980
- Nationality Sudanese
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## Career Objective

A senior/mid-level management position in an established organization in the field of Operation management, Customer Services, Administration , project management industry, logistics, warehousing and Technical Service Industry where I can demonstrate my experience, self-motivation, strong quantitative, analytic abilities and communication skills.

## Personal Quails

- Work to deadlines and cope calmly under pressure.
- Resourceful, creative and flexible.
- Initiative and welcome new challenge that develop my abilities and extend my expertise.
- Excellent interpersonal skills

## Education

- ❖ Bachelor Degree in Computer Application – HAMDARD University , New Delhi-India – June **2007**

## Work Experience

### July 2024 to date SEVAG Decoration Design & Fit-Out Co. L.L.C Dubai-UAE

#### Sales Officer

- Promote new opportunity
- Customer Service
- Client Account management

### November 2020 to December 2022 Gulf Warehousing Company Q.S.C Doha –Qatar

#### Operations Supervisor

##### Duties:-

- Customer Account Management.
- Responsible for the analysis, evaluation, development, testing and implementation of Records Management applications for assigned Authority divisions or program areas. Develop project time lines and identify project tasks and procedures.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures. Recommend, within divisional policy, appropriate service and staffing levels.
- Plan, direct, coordinate and review the work plan for applications development staff. Assign work activities, projects and programs. Review and evaluate work products, methods and procedures. Meet with staff to identify and resolve problems.

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- Implement system changes through automation, process change, management solutions and training
- Prepare various documentation including project reports, process and user manuals, presentations, strategic and technical plans and other related information on assigned application analyses.
- Participate in the employees' interview/selection process. Train, evaluate and communicate with assigned staff. Provide or coordinate training. Work with employees to correct deficiencies. Implement discipline as needed.
- Meet and negotiate with vendors regarding software and hardware procurement and maintenance. Ensure compliance with contract specifications. Consult with vendors regarding system functionality.

**December 2014 to June 2015:Agility Logistics- Doha, Qatar(Gulf Warehousing Company (QSC)**

**Assistant Manager – Projects**

**Duties:**

- Promoting new business opportunities
- Maintains customer satisfaction by providing problem-solving resources
- Direct supervision of DMS/RMS/MM/DTM Supervisors
- Contribute to the Department-wide work and strategic direction of the senior and junior management team in Policy and Planning.
- Manage the customer's information legislation requests to ensure that these are dealt with efficiently and effectively in line with the legislation and best practice guidelines.
- Monitoring day to day operation of RMS/DMS
- Time Management & Customer Service satisfaction
- Safety and security monitoring and improvement process
- Coordinating with Operations/IT/Transport Department/Finance/HR
- Coordinating with Departments Manager
- Provide Electronic Records/Document Management Services & Onsite & Offsite Records Management
- Warehouse Inventory and Auditing
- Preparing , Design and plan for RMS Proposal for GOV & Private tender (Technical and Commercial)
- Annual Department's Staffs Appraisal and Staffs training
- Customer Accounts Handling and Invoicing
- Records Digitization Projects and Key Account Manager for Government Sector in State of Qatar

**June 2012 - December 2014: Agility Logistics- Doha, Qatar(Gulf Warehousing Company (QSC)**

**Customer Service Supervisor**

**Duties:**

- Dealing with enquires, Archived records and complaints to assist in gaining new business for the company. Management of key accounts including providing feedback to the Directors
- Maintain up to date records and customer profiles Producing MS Excel spreadsheets and maintain matrices for key accounts Compile and distribute trade information as and when required.
- Sales visits with external sales staff when required
- Have effective administration processes in place to enable team to send communicate effectively with clients and customers
- Ensuring all internal and external correspondence is dealt with in a timely manner
- Managing recruitment requirements professionally, manage team performance targets agreed with Managing Director Conducting on-going training for all members of team.
- Communicating daily, weekly and monthly figures to the Managing Director Producing of reports requested by directors
- Managing the order processing Audit and Quality check cancelled orders and orders on hold Ensuring deliveries are checked and delivered promptly

**Operation Executive: Agility Logistics- Doha, Qatar(Gulf Warehousing Company (QSC)**

**Duties:**

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- Responsible for the day to day transaction and operations of RMS
- To receive the query from customers and to act upon it
- To prepare daily transaction report
- Scoping and survey of proposed customers
- Meeting client pre requisites
- Job files preparation and submission
- Records Management system administration activities
- Preparing inventory report
- Updating RMS application
- Onsite works execution
- Assets management activities

**Feb 2010 to 2011 March: Sales Technical Support –DAL Diary Factory (CAPO) Sudan**

**Duties:**

- HHT (Hand Held Terminal) Super user
- Route Track System Administration
- Updating Routes and Customers journey
- Define Prices and Promotions on Route Track System
- Write and compile strategic sales documents
- Create and analysis Sales Reports from database query
- Create Production Report per SKU for Daily, Weekly and Monthly Distribution
- Training of the salesmen to use the HHT theoretical and on fields execution
- Monitoring On field Sales
- Define and Present New Sale Routes for Regional Sales Manger

**2009 to 2010 Feb: Garden City Collage for Science & Technology - Sudan**

**Teacher Assistant IT department**

**Duties:**

- Lab C & C++ programming language.
- Lab introduction to computer.
- Lab MS office.
- Preparing result sheet & attendance for students.
- Exams controller.
- Lab Cryptography & Network Security.
- Lab Artificial Intelligence.
- Teaching Computer Maintain for IT Diploma Course.

**2007 to 2008: Guidance and Endowments Corporation - Sudan**

- Creator Of This Center this include (Installation of the Network and website with help of National Information Center -Republic of Sudan
- Web Site Updater
- Prepares the Workers to use Computer, Computer Application and Responsible of Network Repairing and Purchasing Computers and Their Parts.
- Preparing Presentation Using P.P & Ms Office.
- Controlling the Network in the Office.
- Network Troubleshooting.
- Repairing and Trouble Shooting Of Computers and Their Equipment's.
- Prepare Work Sheet For The Head Manager.
- Representative of Guidance and Endowments Corporation in guidance information bank at Islamic research - JADAH.

## Achievements

- Project Management on-site Qatar National Bank Sudan Branch 2020-2022.
- Project manager for Records Classification , Indexing and Digitization for Qatar Foundation from March 2015 to June 2015
- Project Manager for Warehouse Auditing and reconciliation for all Technical Warehouses in AMIRI Guard – Qatar April to May 2015
- Coordinate, Design, plan, improve and implement Records Management Department SLA & KPI. Over All Daily Physical Records and Warehouse management from 2014 to 2015.
- Project manager for Documents Digitization for Ministry of Economy and Commerce – IT Department – Qatar from 2013 to 2015.
- Employee of the Quarter in records management Department for year 2012 – Gulf Warehousing Company-Qatar
- Represent Sudan Islamic Endowments Corporation in Endowments information bank at Islamic bank in Jeddah from 16/3/2008 to 16/8/2008.
- Develop organization structure for digital hope group organization 2008.

## Computer Skills

- MS office Technology (Word, Excel, PowerPoint ,Outlook, One Note)
- Exe – Exceed technologies – Advanced Warehouse Management System
- SAP – ERP system.
- Oracle – ERP system
- O’Neil – Records Management System
- EMC Documentum – Electronic data management system.
- Assets Management Systems V.6
- Intake Capture
- Filenet & Documentum DMS
- MS Project
- MS Visio
- Microsoft Operating System
- C Programming
- DBA
- QDMS
- SAP (FIORI, Sales Force, Success Factor)

## Skills/Qualifications

Customer Services , Warehouse management ,Assets Management ,Process Improvement, Decision Making, Managing Processes, Staffing, Planning, Tracking Budget Expenses, Analyzing Information , Developing Standards, Help Desk Experience, Emphasizing Excellence

Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations