

MUSTAFA ALFAROUG

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Dubai

Qualifications:

- Marketing Diploma from Sudan University of Science and Technology from 2015 to 2018
- Computer Diploma at Al danga Academy for Computer Science. 9/2012. 12/2012
- Personal strategic planning from AREES international University 4/8/2017
- Training course in sales and marketing from delight training Centre in 15/3/2023

Experience:

Relationship Officer UAE

ABZ Financial Broker 25/11/2023 to Present

- Process new account opening
- Approach potential customers to establish relationships
- Follow stringent banking protocols and policies
- Document's management, Kyc , AML compliances
- Driving the sales of Credit Card and any other product offered by the company

Customer service

Montessori International schools for one year. 1/2019

- Providing information about the school's programs.

- Resolving conflicts or issues that arise between students, parents, or staff, ensuring a positive and productive environment.

Customer service

Retaj Factory for manufacturing chips for one year. 3/2020

- Build and maintain strong, long-lasting customer relationships.
- Actively seek out new sales opportunities through calling
- Set up meetings with potential clients

Customer service:

AL khaliy Factory for sweets & biscuits for tow year 1/2021 to 12/2022

- Providing introductory information to new customers
- Ensuring that customers are satisfied with products
- Letting customers or clients know about additional products or services
- Determining the quickest, most effective ways to answer a client or customer's questions
- Troubleshooting common issues with a products or service

Customer care:

tana water tanks 3/1/2023

- Manage large amounts of incoming phone calls
- After-sales services
- stock follow-up with customers and clients
- Generate sales leads
- Handle customer complaints, provide appropriate solutions
- Take the extra mile to engage customers

Skills:

- Able to work under pressure
- Make good business relations in and out work environment
- Able to accept the work environment
- Commitment and implementation of work tasks as required
- Able to make decisions when needed
- Total years of Experience Five years

Computer Skills:

- Microsoft office
- Excel work
- CRM System

Personal information:

- **Gender:** male
- **Date of birth:** 24\3\1997
- **Place of birth:** Sudan Khartoum Khartoum
- **Languages:** Arabic \ English
- **Driving license:** private N01K1227370
- **References:**

Available upon request