

# CURRICULUM VITAE

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## Job Objective:

To be part of a highly competitive group of individuals where professional expertise could be developed and utilized at the optimum level towards the attainment of both companies and personal goal.

## Personal Details:

Nationality	:	Sudanese
Date of Birth	:	15/10/1989
Gender	:	Female
Marital Status	:	Single
Languages Known	:	Arabic and English

## Profile:

A confident, multi-skilled & capable key Account Manager, with excellent communication skills, a full knowledge of how to deal with customers, and a good cognition of IT , Networks and Telecommunication , looking for a new and challenging position , one which will make best use of my existing skills and experience and also further my development.

## Academic Qualifications:

- ✓ **Master of data and communication networks** - Faculty of Engineering - Al Neelain University. 2022
- ✓ **Bachelor's Degree Honors** in Electronic Engineering – Telecommunication Department- Faculty of Engineering – Al Neelain University at November 2012.

## Career Highlights:

### **Nile Technical Agencies**

- **Position: Key Account Manager.**
- From: Jan 2017 – April 2019.

- Department: Sales and marketing .

#### **Job Responsibilities:**

- ✓ Find new customers .
- ✓ Communication with existing customers and follow them.
- ✓ Prepare and send offers and tenders documents.
- ✓ Products presentations.
- ✓ Coordinate for meetings with customers and site survey.
- ✓ Send Quotations and Technical offers.
- ✓ Deliver the PO from customers.
- ✓ Prepare Projects documentations.
- ✓ Preparing for conferences and exhibitions,

### **Net Riders Company**

- **Position: Sales Executive.**
- From: Feb 2020 – Aug 2020.
- Department: Sales

#### **Job Responsibilities:**

- ✓ Setting plans and a work strategy to ensure development and continuity .
- ✓ Communication with customers and follow them.
- ✓ Prepare and send offers and tenders documents.
- ✓ Coordinate for meetings with customers.
- ✓ Send Quotations and Technical offers.
- ✓ Products presentations.
- ✓ Find new products and vendors .

### **Zain Telecommunication Company**

- **Position: Call Center Agent.**
- From: November 2013 – November 2014.
- Department: Customer Care Department.

#### **Job Responsibilities:**

- ✓ Respond to customers.
- ✓ Answer their queries

- ✓ Management and resolve customer complains.
- ✓ Identify and escalate issues to supervisors .
- ✓ Reporting problems.
- ✓ Provide all the offers and services available.
- ✓ Ensure customer satisfaction .

### **Technical & Communication Skills:**

- ✓ Excellent exhibitor at exhibitions and events.
- ✓ MS Office (Word, Excel, Outlook, PowerPoint, and MS Projects).
- ✓ Good understanding of Networks
- ✓ IT well understanding.
- ✓ Ability to learn from experience.
- ✓ Team Work.
- ✓ Friendly and capable to work under stress.

### **Training Courses Attended:**

- ✓ **Course of IT Essentials** (PC Hardware & Network) in IT Academy .
- ✓ **Computer Course** (windows, Microsoft office, Internet) in National Information Centre.
- ✓ **Training of Applied Project Management** from Talent Center for human resources management training 2018.
- ✓ **Network Engineer at Sudabill Company**, network and maintenance department, training from May to August 2013.
- ✓ **Ministry of Communications and Information Technology**, National Information Centre, Network department, training from October to December 2011.