WAIL ABU-ELGASIM

HUMAN RESOURCES AND ADMINISTRATION   ⚲ CAIRO, EGYPT   ☎ +201152150554

○ DETAILS ○

Cairo, Egypt
+201152150554
wailtigani2020@gmail.com

Nationality
Sudanese

Driving license
Sudan

○ SKILLS ○

Time Management

Computer Skills

Customer Service

Communication

Leadership

Teamwork

Interpersonal
Communication Skills

○ LANGUAGES ○

English

Arabic

👤 PROFILE

I possess excellent organizational skills, plus 20 years of experience, and the ability to multitask in a fast-paced environment. I have a strong background in Management, customer service, and Human Resources management, and have successfully completed a wide range of administrative tasks for various employers.

💼 EMPLOYMENT HISTORY

Syrian House Group, Khartoum – Sudan

- **Administrative Director at**
  March 2018 — Present

- Establish company goals and objectives, both short-term and long-term.

- Develop business plans and strategies.

- Advise the board of directors on strategic issues.

- Present reports on the company's business and performance to the board.

- **HR Manager**
  March 2012 — March 2018

- Developing and implementing HR strategies and initiatives aligned with the overall business strategy

- Bridging management and employee relations by addressing demands, grievances, or other issues

- Managing the recruitment and selection process

Technical Support CSR & Team Leader at Emirates Telecommunications, Abu Dhabi – United Arab Emirates
July 2008 — July 2011

- Ensure quality of service to the highest standards to ensure Exceed clients' satisfaction.

- Act as a self-starter and an action-taker to achieve preset goals.

Utilize tools, resources, and information to help the CSR Team to perform effectively.

- Improve and enhance communication channels within the team to ensure adequate updates of information and data.

- Assure customer satisfaction and deliver required information and escalations to higher management levels.

- Monitor achievement of the KPI of his/her team and escalate when necessary.

- Installation & configuration of a company's computer hardware operating systems and applications.

- Maintenance and monitoring of computer networks and systems.

- Logging the queries of customers and employees.

- Analysis of call logs in order to discover any underlying issues or trends.

- Diagnosing and solving hardware or software faults.

- Testing and evaluating new technology.

- Performing electrical safety checks on the company's computer equipment.

- Responding to call-outs in a timely fashion.

- Following instructions, either written or in diagram form, in order to set up a system or fix a fault.

Central Cashier Office Supervisor at Carrefour, Abu Dhabi - United Arab Emirates
July 2007 — July 2008

- Establishing a positive work environment for all employees

assisting customers with purchasing items

- Preparing reports for every cash register

- Assisting other cashiers when necessary

- Resolving issues with point-of-sale (POS) systems

- Ensuring clean workspace

being the point of contact for customer service employees

- Interacting with customers and determining their needs

- Performing price checks

overseeing employee breaks, especially during busy periods

- Resolving customer challenges and issues

- Cashing out registers

Computer Engineer at AL baraka Bank, Khartoum - Sudan
September 2006 — March 2007

- Designing, testing, and inspecting all software used within an organization's computer system.

Technical Sales at AKME Engineering Company, Khartoum - Sudan
April 2003 — August 2005

- Supervising Computer sales and its accessories, and software programs. Administrating the workshop of the company as well as satisfying the client's needs.

EDUCATION

B.SC, University of Sciences & Technology, Khartoum
September 1998 — September 2002

REFERENCES

Yassir Waleed – General Manager - Syrian House Group
+971 58 150 9933

COURSES

Human Resources Diploma, ILLAFTRAIN - UK - Reg.No: 29228-5641-19880
February 2014

Modern Leadership Arts, ILLAFTRAIN - UK - Reg.No: 29228-3593-19880
February 2014

Certified Management Leader (CML), ILLAFTRAIN - UK - Cer No: 29228-3593-19880
February 2014