

# Fathia Saad Bala Abdallah

## Administrative Secretary

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### Profile

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Multilingual professional (Arabic, English, French) with a Bachelor's degree in French Language and 4+ years of diverse experience in administration, customer service, finance, and sales. Proven ability to manage cross-functional operations, streamline administrative processes, and deliver exceptional client support in fast-paced environments. Combines financial acumen with strong communication skills to drive organizational efficiency.

### Professional Experience

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<b>Administrative Secretary, Sirra Food Co. Ltd</b>	01/2024 – 12/2024
<ul style="list-style-type: none"><li>Managed executive calendars, coordinated meetings, and prepared agendas/minutes.</li><li>Oversaw document control systems, including contracts and compliance records.</li><li>Processed payroll, managed vendor communications, and optimized office supply procurement.</li><li>Developed standardized filing procedures, reducing document retrieval time by 30%.</li></ul>	Sudan
<b>Customer Service Representative, Al Medad Customs Clearance and Logistics Services</b>	04/2023 – 01/2024
<ul style="list-style-type: none"><li>Resolved 50+ daily client inquiries via email/phone regarding customs regulations and shipment status.</li><li>Prepared and verified import/export documentation (bills of lading, certificates of origin).</li><li>Liaised with customs authorities and shipping partners to expedite clearance delays.</li><li>Trained 3 new team members on CRM software and compliance protocols.</li></ul>	Sudan
<b>Treasurer, El Walief International for Multi Activities Co. Ltd</b>	01/2022 – 04/2023
<ul style="list-style-type: none"><li>Managed cash flow forecasting, bank reconciliations, and daily financial transactions.</li><li>Prepared monthly financial reports for management, highlighting budget variances.</li><li>Processed accounts payable/receivable for 20+ vendors and clients.</li><li>Implemented digital expense tracking, reducing processing errors by 25%.</li></ul>	Sudan
<b>Sales Associate, Abu Alfadil United Co. Ltd</b>	07/2020 – 12/2020
<ul style="list-style-type: none"><li>Achieved 110% of quarterly sales targets through client outreach and product demonstrations.</li><li>Maintained customer databases and processed orders using inventory management software.</li><li>Conducted market research to identify new business opportunities.</li></ul>	Sudan

**Skills**

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**Administrative**

Document Management · Scheduling · Payroll Processing · Data Entry

**Customer Relations**

Conflict Resolution · CRM Systems · Cross-cultural Communication

**Technical**

MS Office Suite · QuickBooks · Inventory Software

**Financial**

Account Reconciliation · Expense Reporting

**Logistics**

Customs Documentation · Shipment Tracking · Compliance

**Education**

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**Bachelor of Arts in French Language and Literature,**  
*Omdurman Islamic University*

Sudan

**Languages**

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- Arabic
- English
- French