

# Lugien Karam

## Market Analyst

Sudanese | +96897573143 - +249912167608 | [lugienkaram@gmail.com](mailto:lugienkaram@gmail.com)



## Summary

My objective is to be different and distinguished from others by being hard worker, intelligent, well educated and experienced. by achieving that I will reach my goal to be successful.

## Education

Bachelor of Science in Computer Science & Business Administration 2008 - 2013

[University of Medical Sciences & Technology](#)

- Graduation Project: Small Business Management System: Windows based application includes accounting, sales, inventory and customer relationship management, the system developed by C# visual studio 2012 and SQL 2012.
- cGPA 2.88 out of 4

Master of MIS 2016 - Present

[University of Medical Sciences & Technology](#)

Management of information systems, specialized in business information systems including data mining.

## Work experience

Office Manager Jan 2014 - Feb 2014

[AIH Law Firm \(Khartoum, Sudan\)](#)

- Reported to the CEO.
- Organizing meetings, travels, confidential documents, emails, files and library.
- Hiring a replacement, started with online advertising, filtering CVs and calling for interviews.

CRM Mar 2014 - Jun 2014

[First Link for Communication \(Khartoum, Sudan\)](#)

- Reported to the Telecom manager.
- Marketing Communication via Facebook and LinkedIn.
- Creating Surveys, distribute them, analysis and present their results.
- Organized and hosted a workshop with Huawei.

CRM Advisor Jul 2014 - Jul 2015

[DAL Motor Company Ltd. \(Khartoum, Sudan\)](#)

- Reported to CRM supervisor.
- Daily Follow-up with customers via Phone.
- Weekly reports.
- Telemarketing.
- Campaigns.

## Computer Skills

- Microsoft office package.
- Database (Sql Server).
- Programming ( C++ , C#).
- Good PowerPoint and presentation skills
- Good Excel Skills

## Languages

- Arabic (Mother tongue).
- English (Fluent).
- French (beginner).

## Technical Skills

- Good mathematical skills.
- Working well under pressure.
- Hard Worker
- Punctuality.
- Quick learner and easy adaptability to new methods and systems.
- Analytical skills.
- Thinking out of the box.
- Business Intelligence

## Courses

- PRINCE2 Foundation.
- Checkpoint online sales training.
- Riverbed online sales training
- NGOs design & management.

Marketing Analyst

Jul 2015 - Jul 2017

[DAL Motor Company Ltd. \(Khartoum, Sudan\)](#)

- Reported to the marketing manager.
- Sales Analysis Reports.
- Company Profile.
- Events.
- Sudan Automotive Market share Analysis.
- Offers assessment.
- (All tasks were for 6 brands, Kia, Mitsubishi, Mercedes Benz, Fuso, FAW, and Changan)

Project Coordinator

Oct 2017 - Oct 2018

[Zegtech, Inc. \(Muscat, Oman\)](#)

- Reported to COO.
- Customers research and categorization.
- Vendors communication.
- Sales.
- CRM template.
- Cold calls.

Program Coordinator

April 2019 - Present

[WINJY Enterprises \(Khartoum, Sudan\)](#)

- Reported to COO.
- Coordinating plan and staff in the delivery of key program activities in line with program.
- Designing schedules and making sure they run as accurate and timely as possible.
- Implementing the program plan. I.e. task sheets, schedules, timeline, and deadlines.
- Monitoring and recording program progress and supporting staff to achieve work plan.
- Monthly administration of payroll, responsible for reviewing program budget and distributing wages that are assigned by financial department.
- Coordinating plan and staff in the delivery of key program activities in line with program.

## References

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Dr. Mohammed Izzeldin

University of Medical Sciences & Technology

Dean of computer sciences faculty at University of Medical Sciences and Technology and a teacher at business administration faculty:

Tel: +249912317072

Email: [izz.mohammed@gmail.com](mailto:izz.mohammed@gmail.com)

Mr. Amin Elhassan

DAL Motors

Marketing Manager at DAL Motors.

Tel: +249912345701

Eng. Mohammed Ismat

Zegtech, Inc.

COO

Tel: +96890666791