



## Working Experience

**Ahmed Hafez Elbearbary**  
**Service Team Leader**  
From April 2019 up to date

Supervise the maintenance, repairs & installation of products sold by dealers, at customers' commercial establishments, in home and in shop as well as to ensure that work is completed in accordance with relevant standards.

- Evaluating the staff based on work done and on daily reports
- Reporting after sales service overall status on a weekly basis.
- Communicates with other departments and management to resolve problems and expedite work.

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**Max Media - Account Coordinator**  
July 2018 - March 2019

- Managing client communications and briefings
- Supervising and verifying marketing material production process and quotations
- Preparing project deadlines and reporting structures

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**Samsung Electronics Sudan Office - Supervisor Customer Services:**  
Feb 2017 – March 2018

- Supervising the overall customer service operations from front desk to budgeting to scheduling the service jobs
- Preparing procedures and Rolls & Responsibilities (R&Rs) for all the staff
- Overseeing warehouse operations and parts order generation
- Training after sales service staff in various departments
- Evaluating the staff based on work done and on daily reports
- Reporting after sales service overall status on a weekly basis

## Objective:

Seeking a challenging position with a reputable organization.



## Contact

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Birth: 20/Aug/1991.

Nationality:Sudanese.

Civil Status: Single.

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## Education:

University of Science & Technology  
B.S.C of Information Technology 2013.

Diploma in computer science  
(Microsoft Office Packages).

## Skills:

- Customer Service
- Leadership
- Time management
- Problem Solving
- Organization
- Multi -tasking

## others:

- Skilled in dealing with Samsung internal systems: GSPN
- Skilled in dealing with MS office suite

## Hobbies



## Languages

 Mother Language

 Good

### **Samsung Electronics Sudan Office - Inventory Warehouse Supervisor:**

Jan 2016 – Jan 2017

- Managing spare parts logistics from order generation, custom clearance, receiving and sorting, and issuing parts to repair teams for usage.
- Reporting warehouse status in a weekly basis and performing physical inventory checks on a bi-monthly basis
- Maintaining after sales service equipment and tools
- Achieving documents: shipping documents, custom clearance receipts, etc.
- Constantly analyzing and improving parts order processes, sorting and warehouse organization, and the parts issuing process to workshops.

### **Samsung Electronics Sudan office - After Sales Services:**

April 2014 - Dec 2015

- Managing and supervising the after sales service front desk for both Consumer Electronics and Mobile Phones; this includes: receiving and reporting service requests from customers, delivering repaired products to the customers, and explaining issues and how they were serviced.
- Processing the national after sales service requests into Samsung GSPN system and following up until service job is complete.
- Managing and reporting spare parts inventory levels at the after sales service main warehouse and preparing new spare parts orders

### **Sudani for Telecommunication- IT Front Desk Trainee:**

June 2012 - September 2012

- Assisting IT front desk agents in their daily work
- Gathering and reporting hardware and software issues via emails, phone calls, and internal chat; and reporting how issues were resolved on a weekly basis

## References



•Mr. Yasir Isam | Commercial Manager Coldair  
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•Mr. Osama Ahmed | CE/Mobile Manager  
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