

# ALAA MAMOUN ABDELMAGEID ALI

Success is the result of perfection, hard work, Enthusiasm, learning from failure and persistence. I would like to join the organization and institution that will enhance my knowledge and experience.



## Personal information

### Nationality:

Sudanese

### Marital Status:

Single

### Address:

Khartoum-Bahri

### Contact:

+249919966754

alaamamoun2009@hotmail.com

### Language:

- Arabic
- English

### Interests:

- Technology
- Sport

### LinkedIn Profile:

[www.linkedin.com/in/alaa-mamoun](http://www.linkedin.com/in/alaa-mamoun)

## Education

- 2015-2017 Sudan university of science and technology Management Information System (MIS).
- 2008-2011 Sudan Academy for Banking and Financial Science E- Commerce Diploma.

## Internships

(2021) Real estate Commercial Bank (RCB) E-Banking Services Department.  
(2020) Saving & Social Development Bank (SSDB) Electronic Payment Systems Department.

## Work

2015- 2019 Skyart Travel Agency.

### Responsibilities:

- ❖ Selling an E-Ticket via all reservation systems and GDS.
- ❖ Answer incoming calls and respond to customer's emails.
- ❖ Management and solve customer complaints.
- ❖ Administering daily sales, and invoicing as required.
- ❖ Administration support with Airline stock, credit and monthly reports.

## Key Skills

- Good knowledge in (FIMI) and EBS ticketing system.
- Experience in National Switch, ITC and Disputing System.
- Good Experience in an Internal ATM Disputing
- Well acquainted with Banking System.
- Acquainted with Database systems.
- Committed to an excellent customer services.
- Excellent Knowledge MS package (Excel, Word, Access and PowerPoint).
- Excellent organizational skills and Quick learner.
- Very good communication and interpersonal skills.
- Fluent in Arabic & English Language.

## Courses

- Querying Data with Transact-SQL, Microsoft, edx.
- ECDL (ICDL) Course, Sudatel Telecommunication Academy (sudcad).
- Networking Course, Sudatel Telecommunication Academy (sudcad).
- Database Application Development (Aptech).

### LinkedIn Profile:

[www.linkedin.com/in/alaa-mamoun](http://www.linkedin.com/in/alaa-mamoun)