

Noura Hassan Mohamed Ahmed

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Date of birth: 16th of jan,1987

Status: Single, **Gender:** Female

OBJECTIVE

A detailed oriented and a result focused individual with a strong understanding of sales and client's relationship building management combined with exceptional communication and negotiation skills. Possess basic knowledge in market research and data analysis with a proven track record of success in retaining and managing client's contracts.

WORK EXPERIENCE

11/2021 – up till now

Production & Operation coordinator, Petra for ready mixed concrete, Khartoum Sudan

Responsibilities:

- Plan and coordinate the production process and operation.
- Follow up the raw material levels and the rehabilitation of equipment with the concerned departments.
- Monitor the manufacturing steps and batchers maintenance with detailed reports.
- Coordination with the sales team to follow up with approved orders.
- Scheduling the finalized casting orders to distribute mixers and pumps geographically to ensure high efficiency.
- Coordinate with the GPS department in monitoring the mixers and pumps movement during work days.
- Make sure to follow up with field teams during and after casting. Also, follow up with the lab during production to maintain higher quality product.
- Arrange for the operation team to do site visits in the case of large sites and special VIP clients.
- Make quick and fast decisions in case of long- term equipment failures to avoid costly collateral damages.
- Submit daily and monthly production and operation reports to any concerned departments.
- Work and coordinate with marketing manager in forecasting and planning for short and long -term plans according to the market.
- Supervise the day-to-day operations with the batcher's operators.
- Ensure safety in all aspects of the operation process and on site.
- Supervise daily operation performance in regards to

scheduled sites in a timely matter, and regulate time adjustment in the operation plan.

09/2020 – 11/2021

Customer service coordinator /marketing, Petra for ready mixed concrete, Khartoum Sudan

Responsibilities:

- Promote and sell the company's services to existing and prospective clients.
- Research and collect a variety of marketing data, including customer data, market trends, pricing schedules, competitor offerings, product specifications, and demographic data.
- Handle sales orders from new customers, and manage sales contracts and reservation schedules for casting.
- Work with the company's customer database to segment, analyze client's behavior, and improve the quality of the database.
- Analyze the collected information to present findings to our marketing teams to help guide the direction and activities of the sales & marketing department.
- Assist in identifying and choosing appropriate media channels where each product or service's marketing materials can be delivered to the public.
- Assist in measuring the effectiveness of marketing campaigns to create detailed reports and graphs to be submitted to the marketing manager.
- Cross-functional partnerships with other departments: sales, production, operation and finance.
- Represent the company in all business functions and marketing events and develop external partnerships with other related industries.

11/2018 - 09/2020

Sales officer /Coordinator, Aldarb alakhdar development, Khartoum Sudan

Responsibilities:

- Develop and sustain long-lasting relationships with customers.
- Developed in-depth knowledge of the company's products to answer customers' questions and escalating complex issues and delivery complaints.
- Create frequent reviews and daily reports in coordination with the finance department. As well as Gathering feedback from customers or prospects and share it with sales manager (forecasting for new brands).
- Conduct market research to identify selling possibilities and evaluate customer needs by analyzing competitors' products to determine product features, benefits, shortfalls, and market success.
- Monitor the availability of stocks in warehouses and supervise the update of the showroom demonstrations and coordinate with the warehouse and procurement department.
- Participate on behalf of the company in specialized

- exhibitions or conferences.
- Collaborated with the marketing department to ensure that the company is reaching its target audience.

08/2014 – 11/2018

Sales and application specialist, Lablink laboratory services Co, Khartoum Sudan

Responsibilities:

- Collaborated and coordinated with different suppliers (local or abroad) to complete a contracted project (chemical reagents and spare parts for laboratory equipment)
- Search and help in bringing new clients, and developed long-term relationships with the existing clients.
- Managing and interpreting customer requirements to Negotiate and close sales deals and sign on the agreed terms and conditions.
- Assist in tenders and drawing quotation for the financial and technical offers.
- Recorded and maintained client contact data to write sales reports and clients satisfaction reports (feedback).
- Provided after-sales support services, receive client complaints and assisted in finding suitable solutions.
- Co-coordinating sales projects with administration as well as with service teams.
- Made technical presentations to demonstrate how our laboratory equipment systems worked. Also Provided pre-sales technical assistance and product education for customers and new prospects.
- Liaising with other members of the sales team and other technical experts.

EDUCATION

2016 - 2018

MSc. Business administration (MBA), Sudan University of science and technology

2004 - 2009

B.Sc. Chemical engineering, Khartoum, University of Khartoum

Computer skills and competences

Skilled in design by computer through engineering design programs CHEM CAD , statistical programs "SPSS"
Excellent computer skills with practical knowledge of and experience in WORD,EXCEL, POWER POINT,ACCESS and OUTLOOK ,

Organizational / managerial skills

Customer-focused performer who is committed to quality in every task – from personal interaction with co-workers and users to high level of service provided to clients.
Hard Worker and valued contributor who performs confidently and effectively under pressure and thrives on challenge.
Excellent communicator and good listener.

REFERENCES

Waleed Mahmoud - " Aldarb alakhdar development Co. "
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factory"
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