

Mohammed Salaheldin Mohammed Ibrahim

Administrative Officer

📍 Khartoum, Sudan 📞 +249912814331 ✉ msalah.pm@gmail.com

SUMMARY

Successful administrator with wide experience in operations, fleet, facility, and staff management. Has the necessary skills to resolve problems, organize work operations, and manage liaisons. Poses a proven track record of success in achieving organizations' objectives. Earned the exemplary officer award 2017

SKILLS

Analytical Thinking	Problem-Solving	Written & Verbal Communication	Reporting
Teamwork	Accuracy	Monitoring	Strong work ethic
			Focused

AREAS OF EXPERTISE

Logistic Operations	Government processes	HR Operations	Administration
Accurate data entry	Customs Import/ Export	Facility Management	Data Analysis
Quality Management System ISO 9001		Fleet Management	

LANGUAGES

Arabic (mother tongue) English (fluent)

EDUCATION

B.Sc in Computer Engineering 01/2006
University of Science and Technology

WORK EXPERIENCE

Freelance IT Developer **08/2021- Present**

Design, Develop, and provide different mobile apps, and job-related consultations

Administration Supervisor **02/2019- Resignation 10/2021**

IT Department, Customs HQ

Human Resources

- Managed personnel administration and the implementation of police laws and regulations.
- Processed and maintained all human resource management records, including vacations, timesheets, and internal/ external administrative transfers
- Assisted the Department Manager in new staff nominating, and conducted evaluation reports for current staff
- Coordinated training needs and programs with the Training administration

Administration

- Monitored ongoing projects and operations
- Participated in procurement processes for ICT products and services
- Supervised facility support staff including cleaners, electricians, and plumbers
- Trained new graduate officers on laws, regulations, and work processes
- Monitored SLAs, and inventory. prepared purchase requests for services, equipment and supplies, and prepared budget forecasts to initiate projects

Liaison

- Acted as the first point of contact with general administrations, directorates, and related government ministries and organizations, to resolve complaints, and improve services and productivity

Facility Management

- Guided facility management activities including hard and soft services, and evaluated services and the maintenance of properties :3 floors, 20 offices + 1 Main Data Center + CCTV systems+Ac systems + fire alarm systems + PCs & ICT equipment + Power Generators

Administration & Operations Officer

08/2009- 01/2019

Technical Affairs Directory, Anti Smuggling General Administration,

Administration & Operations

- Ensured all customs activities within the general administration are in compliance with all government laws
- Examined & authorized customs documents, and entered data approval in a computerized customs management system prior the customs clearance
- Provided operational and technical support to the Technical Affairs Director (TAD), senior officers, and subordinate officers and soldiers.
- Assigned police armed personnel to guard UNISFA and international transit cargos
- Analyzed, evaluated, and isolated information gathered by police officers, and prepared reports to anticipate and prevent smuggling activities, and direct policy decisions by TAD and Customs GM
- Monitored and evaluated ongoing and finished operations for continuous improvements.

HR management of Technical Affairs staff

- Managed HR operations and responded to general inquiries related to HR procedures
- Reviewed daily staff attendance, scheduled vacations, and issued shift-work tables

Liasion and facilitation

- Managed and facilitated international transit and UNISFA Imports & Exports.
- Maintained daily communication with Port Sudan customs to ensure smooth service delivery and to avoid any operational issues
- Represented the general administration and maintained professional contacts with relevant authorities

Fleet management

- Organized the movement of inland cargos, and mapped the best route to avoid risks
- Coordinated with the Customs police workshop for maintenance activities
- Managed drivers, and assigned daily tasks and administrative travels

Quality Management System Coordinator

02/015- 01/2018

Anti Smuggling General Administration, Khartoum

- Trained all management personnel in the development of systems to comply with ISO 9001 Standard, and process document content.
- Analyzed and documented work processes, records, and templates
- Tracked system operation, and corrected major/minor non-conformances and observations.
- Ensured Document Control is established for documents, and duplication and provided advice on efficiency-related matters.
- Engaged with direct customs clients and responded to their observations

Key Achievements and Awards

- Successfully implemented and achieved ISO 9001/2008 certificate as QMS Coordinator
- *Assisted in automating 6 work processes, Increased overall productivity, and decreased service processing time by over 40%*
- *Acted successfully as an immediate-primary source of information*
- *Received the Exemplary Officer Award, 2017*