**Mostafa Hussein Hassan hussein**

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| **Contact Information**  |
|  | **Sudan – Khartoum**  |
|  | **0129999291 - 0912696345**  |
|  | **Mh3.abdo@gmail.com**  |

**Personal Information**  |
| **Nationality:**  | **Sudanese**  |
| **Date Of Birth**  **Place:**  | **12\03\1985**  **KHARTOUM** |
| **Marital Status** | **Single**  |
| **Passport No:**  | **P 0033474273** |
| **Date Of Issue / Expire:**  | **23\10\2016 T0 22-10-2021** |
| **Language Spoken:** | **ARABIC (mother language) ENGLISH (writing-reading-speaking)** |

**Personal Statement**

* + - * **Very social person and easily blend into my surroundings & quick learner with the ability to perform within a team or on individual tasks**
			* **ability to** **communication skills** **with** **different types of** **people**
			* **art of** **dealing with others, time management and tasks to increase efficiency.**
			* **desire for continuous self-development, increase efficiency and training**
			* **Comprehensive knowledge of quality concepts in the field of practical**
			* **Preparation of reports and data on the area of ​​my work.**
			* **Ability to work in difficult circumstances and to adapt to different environments where the content.**
			* **Ability to work under pressure, and a willingness** **to work outside** **office hours.**

**EDUCATION**

|  |  |
| --- | --- |
| University/Institute/College | SUDAN UNIVERSITY |
| Country | SUDAN |
| Major | **Diploma in petroleum engineer**  |
| Year of Award | 2005 |

**Course & Training :**

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| **Date Attended** | **Training/Course Title** | **Training Institution** |
| **10\3\2006****10\5\2006** | **Computer skills** | **International internet club**  |
|  |  |  |
| **1/4/2006****29/4/2006** | CNLC operation & geosciences training  | **(CNLC) china logging cooperation - Sudan**  |
|  |  |  |
| **25\03\2008** **12\06\2008** | **INTERNATIONAL CENTER FOR QUALTY**  | **Technical English & communication skill**  |
|  |  |  |
| **1\6\2008 -16\6\2008** | **FIRST AID – BASIC CARDIO PULMONARY RESUSCITATION** | **KHAROTUM UNIVERSITY OF MEDICINE COLEGE** |
|  |  |  |
| **21\6\2008****26\6\2008** | **SAFTEY TRAINING PROGRAME** | **(Q I T E) QUALITY &I T EXPERTS CO. (HSE) SAFTY** |
|  |  |  |
| **1\7\2008****17\7\2008** | **COMPUTER SKILLS** | **(APTECH) SUDAN** |
|  |  |  |
| **20\7\2008****9\1\2009** | **TECHNICAL COURSE ( TECHNICAL PETROLEUM COURSEs) PRODUCTION – DRILLING** | **(P T C) SUDAPET** **SUDAN NATIONAL PETROLEUM OPERATING COMPANY** |
|  |  |  |
| **6\2\2009****6\2\2010** | **(INJOP) TRAINING IN OIL FIELDS (PALOUGE FPF&FSF)** | **PETRODAR OPERATING PETROLUEM COMPANY** |

**EXPERIENCE PROFILE:**

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| **Total Years of Experiences** | **6** |

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| WORK EXPERIENCE |   |

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| Position | Field Operator  |
| Company | **PETRODAR OPERATING COMPANY** |
| Country | **SUDAN** |
| Work Duration  | **3 years**  |
| From: | 18\2\2008 |
| To: | 31\12\2010 |
| Department  | **Production – operation**  |

**RESPONSIBILITIES & DUTIES:-**

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| **Main Duties****Department/Section** **PRODUCTION** | * + - * **OPERATOR IN Fild Prossing Faciliteis (FPF) & Field Surface Facilities (FSF)**
			* **Work on the operation of the wells (start – shut down)**
			* **Measurement of pressure and temperature of the wells periodically**
			* **Taking Sample from wells**
			* **Work in primary treatment of crude (Field Process Facilities )**
			* **Work in reception area of crude**
			* **(Reading pressure – temperature of the wells – received and sends piping internal gauge (PIG).**
			* **Injection of chemicals in each region alone**
			* **The initial separation of crude (first stage separation area) where is the separation of gas and water from oil first season.**
			* **Secondary separation zone (second stage separation area) to focus on that is separated by water and gas are the largest oil and follow-up readings of pressure and heat Exchanger.**
			* **Work in District heating (Boiler zone)**
			* **Work in Storage tank (storage crude area)**
			* **Work in Storage station water (Water storage) \_ oil separation shake with water and water injection wells again for water injection**
			* **Work in Pumping station, the first (1st Station pump) \_ to focus on taking the readings of pressure, temperature, sampling and measurements of the speed pumping and quantities, monitoring the oil level and record defects , controlling machines during operation to prevent blockage or leakage or filtration to ensure the safety of the station.**
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| **Position** | **Agent Call Center** |
| **Company** | **Sudani Telecom Company**  |
| **Country** | **SUDAN** |
| **From:** | 1\4\2016 |
| **To:** | **Till now**  |
| **Department**  | **Call Center & Customer Care** |

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| **Sudani call center** **agent** **1/4/2016** | * answer calls
* handle customer inquiries telephonically
* research required information using available resources
* manage and resolve customer complaints
* provide customers with product and service information
* enter new customer information into system
* update existing customer information
* process orders, forms and applications
* identify and escalate priority issues
* route calls to appropriate resource
* follow up customer calls where necessary
* document all call information according to standard operating procedures
* complete call logs
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**RESPONSIBILITIES & DUTIES**