**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 :**

|  |  |  |
| --- | --- | --- |
| **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 |

**RESPONSIBILITIES & DUTIES**