

# Razan Kamal

Sales Representative

ADDRESS

Khartoum  
Sudan

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NATIONALITY

Sudanese

## 01 PROFILE

A diligent professional offering 13 **years** of verifiable experience in the field of Customer Service Representative and Finance and Banking Sector. A methodical, result oriented team maker possessing sound leadership, communication, presentation and organizational skills. Proficient to excel under demanding situations.

## 02 EMPLOYMENT HISTORY

Mar 2021

Khartoum

### Sales Representative at Ahmed Hafez Elbarbary Company

- Serves customers by selling Tires , meeting customer needs.
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

Oct 2018 — 2021

### Coordinator at DAR for research capacity building and consultancies

- Registration for clients (doctors) details and information from the 1 st day till the end of their scientific research.
- Fees reception from clients.
- Workshop preparation for-registered clients (doctors).
- Certificate preparation and submission to the doctors after finishing workshop.
- Managing the company social profiles on Facebook

Oct 2017 — Oct 2019

Khartoum

### Teacher Assistant at General Sciences English School Khartoum/Sudan

- Reinforce lessons presented by teachers by reviewing material with students one-on-one or in small groups.
- Enforce school and class rules to help teach students proper behavior.
- Help teachers with record keeping, such as tracking attendance and calculating grades.

- Help teachers prepare for lessons by getting materials ready or setting up equipment, such as computers.
- Help supervise students in class, between classes, during lunch and recess, and on field trips.
- Teacher assistants also are called teacher aides, instructional aides, paraprofessionals, education assistants and para-educator .
- Teachers introduce new material to students, and teacher assistants help reinforce the lessons by working with individual students or small groups of students.
- Teachers and teacher assistants meet regularly to discuss lesson plans and student development.
- Teacher assistants help teachers by grading tests and checking homework.

Apr 2017 — Aug 2017

### **Coordinator at Sudan Medical Specialization Board Khartoum**

- Organizing scientific research workshops.
- Assisting specialists in registering with the Council. Give specialists a permanent medical number.
- Design certificates for the scientific research workshop and other workshops.
- Issuing Registration Receipts.
- Write the minutes of the meeting.

Jan 2012 — Dec 2017

Khartoum

### **Secretary at Abu Alzahra Advertising Co. Khartoum**

- Receipt of required announcements and documents. Accurate tracking on incoming and outgoing emails.
- Organizing and arranging all the administrative files, processing appropriate place to save your information and files in.
- Reporting the design and construction of administrative tables and through the use of computer applications.
- Design tables to work, photographed and save them for future reference.

Jan 2008 — Dec 2012

Abu Dhabi

### **Telesales Agent at First Gulf Bank Abu Dhabi**

#### ***Operations***

- Keeping track of all payments and expenditures, including payroll, purchase orders, statements (In the Branch).
- Paying vendors by scheduling pay checks and ensuring payment is received for outstanding credit. (In the Branch).
- Generally responding to all vendor enquires regard finance. (Branch). Verifying entries and comparing system reports to balance .(Branch) Disburses petty cash by recording entry verifying documentation .(Branch) Helping cashier to collect payments in cash or credit.
- Helping cashier to manage transactions with customers using cash registers.
- Keeping track of all cash and credit transactions
- Issue receipts, refunds and change. Redeem stamps and coupons.
- Cross sell products and offer new ones.
- Greet customers when entering or leaving the branch.
- Track transactions on balance sheets and report any discrepancies.

- Telesales Agent first point of contact with high potential bank clients in loan department to ensure smooth operation of the branch.
- Worked in Credit Cards department.
- Efficiently monitoring and receiving the client documents for proper monitoring and submitting them to the loan and credit card department.
- Planning and assisting various customers on a timely basis if any problem occurred. Opening Bank accounts of the existing bank clients.

#### **Account Management, Loans and Credit Cards**

- Responsible for day-to-day accounting, complying as per the standard accounting practices & procedures. Handling Basic Book .Preparation of Journal Ledger, bank reconciliations.
- Handling Loans and Disbursal's.
- Preparation of Interim Financial Statements. Preparation of monthly and yearly budgets.
- Preparation of financial statements like Balance Sheet, Profit and Loss Accounts, and Cash Flow Statement etc.
- Studying and analyzing Profit & Loss Account, Balance sheet and Cash flow. Handling delivery of suitable products like Cash Credit, Overdraft, Term Loan, Letter of Credit, Bank Guarantee and Bills Purchase and Bills Discounting facility.
- Expanding customer base through a variety of effective sales techniques.

#### **Customer Service**

- Identifying and resolving conflicts between public and bank, clarifying work relationships and alleviating communication problems.
- Identifying customer needs and resolving the queries to ensure maximum customer satisfaction.
- Liaise with customers in search for their desired requirements.
- Office Administration
- Skilled in all the organization and office procedures.
- Preparing and maintaining (MIS) Management Information System statements to be provided to the higher management.
- Checking salary of employees.
- General Administration – monthly reports, master accommodation list.
- Proper filing of all records/proof of work done, warranties, quotations and receipts for payments.
- Liaise with (MKM) mathematical knowledge management Back Office for payments pending.

Apr 2008 — Aug 2008  
Abu Dhabi

### **Customer service representative at Etisalat Abu Dhabi**

- Answering customers calls and handling their complaint & requests

## **03 EDUCATION**

Jan 2003 — Dec 2007  
Khartoum

### **Sudan University of Science & Technology**

Bachelor (Science in Business Major of Applied Economics)

## 04 SKILLS

Critical thinking and problem solving



Fast Learner



Ability to Work Under Pressure



Ability to Multitask



Customer Service



Communication Skills



Ability to Work in a Team



Advanced Sales Strategies



Computer Skills



Negotiation Skills



## 05 LANGUAGES

Arabic



English

