

Personal Details

- **Name:** RAZAN AZHARI MERGHANI ABDELMAJED
- Email Address: razanazhari@hotmail.com
- Email Address: ruzza1992@gmail.com
- Cell Phone: + (249) 912628030, + (249) 120121343, + (249) 912344929

Personal Qualities

- Remarkable analytical, logical and mathematical skills.
- Innovative in assessing the qualities of people.
- Efficient in communicating well in written and verbal both.
- The ability to motivate people.

Key Responsibilities Handled

- Analyzing the requirement of organization.
- Analyze the quality people and contact them through phone, Email.
- Recruit the people and perform various recruitment steps.
- Maintain the existing employees and take the feedback from them.
- Assist the accounts department for making the salaries of employees.
- Make the coordination with various departments.
- Present the suggestions for the seniors of employees and implement their order.
- The ability to motivate people.

Education

2016-2018: **M.B.A. Marketing** /Garden City university-master's degree in Management Business Administration

- 2009-2013: Bachelor of Business Administration (**BBA**), Management Information Systems (**MIS**) Degree - Sudan University of Sciences and Technology, Second Class B.Sc. (Hon.) in Business Administration. MIS/
- Certified (**ICDL**) International Computer Driving License 2015
- Certified (**CRM & CEM**) Customer Relationship & Customer Experience Management 2021
- Certified **DIGITAL MARKETING** 2021

Professional Experience / Career Summary

- **1st Aug 2013 – 30th Dec 2013:** Heglieg Petroleum Company HR Department, HR Business partner:

Key Responsibilities:

1. Builds the internal network of internal trainers and organizes the regular Train the Trainer sessions
2. Monitors the best practice in the training area and introduces it in the organization
3. Evaluates the quality of training courses and implements improvements
4. Cooperates with the Career Development Specialists to design programs for high potentials and future leaders
5. Administer employees' data (including Master Sheet), files and records and ensure they are accurate and updated.
6. Coordinate leave plan and ensure plans are executed as planned and reported accurately.

7. Coordinate employees' end of service process (voluntary and involuntary) and liaise with related parties to ensure that identified entitlements are provided on time.
8. Monitor employees' attendance and coordinate related processes with the concerned line manager.

- **1st Jan 2014 –30th MAY 2014** , Sudan university of science & technology ,
Teaching Assistant :

Key Responsibilities:

- Preparing and teaching Tutorials.
- Provision of academic lectures and assistance to students with their projects and assignments by giving techniques, providing examples, and sharing ideas.
- Explaining hard-to-understand concepts and simplifying hard-to-decipher formulas.

- **1st JUNE 2014 – 28th FEB 2016.** MTN Sudan HR Department Training
Coordinator,

Key Responsibilities:

- Identifies training needs and training gaps in the organization in a close cooperation with the HR Business Partners and line managers
- Provides inputs to the Training Strategy and the development of specific training development plans
- Optimizes the training portfolio as specialized targeted courses are offered to managers and employees
- Prepares training manuals and training offers for employees and managers
- Plans training courses and sessions and manages and monitors the assigned training budget
- Manages the portfolio of contracts with external vendors and introduces changes to the Standard Terms and Conditions
- Cooperates with the external training vendors and delivers tailored training programs and courses
- Oversees the quality of delivered training sessions by external vendors

- **1st MAY 2016 – 31th July 2020.** MTN Sudan Customer Relation Department, Back Office (CRM) Coordinator:

Key Responsibilities

1. Coordinate between the front line channels by following the customer's issues with the concerned department to ensure the resolution of cases and to ensure that work is carried out with regard to technical and professional standards and to meet all regulatory and legal requirements
2. To ensure problems/issues are identified and resolved or appropriately escalated at an early stage
3. Special treatment for high valued customers and key account customers to ensure that

they are satisfied about complaints resolution.

4. Handle deposit refund cases.
5. Contact customer to get more information about his complaint to ensure accurate complaints escalation to concern department.
6. Report to the Marketing and technical team any alarming complaints or any activities that may affect the customer satisfaction.
7. Handling all customers' requests such as :(transfer ownership, line separation, Etc.) And ensure that all needed document attached with the request.
8. Handling all scratch card issues
9. Inform customers through SMS or outgoing calls regarding their complaint solution according to department policy and procedure.

- **4th Aug 2020– present.** Gezira Group Company – YallaNatlob – Marketing Department CRM Specialist:

Key Responsibilities

1. Keep record of all customer information, requirements, and preference.
2. Analyze customer behavior using data mining tools in spreadsheet programs.
3. Follow up on customers to ensure they are satisfied service received.
4. To ensure problems/issues are identified and resolved or appropriately escalated at an early stage
5. Contact customer to get more information about his complaint to ensure accurate complaints escalation to concern department
6. Resolve customer complaints quickly and efficiently
7. Keep customers updated on the latest service in order to increase sales.

Languages

- Arabic - Mother tongue
- English - Fluent written and spoken

References

Mr. Nasraddin Abdelwahab Babiker Human Resources General Manager MTN-SUDAN, (Khartoum-Sudan) nbabiker@mtn.sd -www.mtn.sd:0922902300

Mr. Mohamed Elmaghrabi HR Development & Learning senior Manager MTN-SUDAN (Khartou

Mr. Alaa Mohammed Nour Back Office Manager MTN-SUDAN, (Khartoum-Sudan) anour@mtn.sd - www.mtn.sd:0922901474