

Musab Malik Aldood

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Key Qualifications

- Excellent communication and interpersonal skills.
- Highly organized, detail-oriented and self motivated.
- Excellent problems solver, team player, Fast learner.

Work Experience

Call Center Agent

Sep 2017 - Sep 2018

Zain Sudan

- Respond to incoming calls from the customers and solve their problems
- Answer question
- Troubleshoot problems
- Provide information and handle complaints

Pricing and demand analyst

Jun 2019 - present

Badr airlines

- Managing point of sale O&D forecasting and optimisation TTI by applying appropriate influences to ensure forecasts reflect market conditions and seats are available at fares that maximize revenue.
- Forecasting - Based on the data analysed, making important decisions.
- Daily benchmark of fares to ensure the company is competitive.
- Monitor flights where there is potential for revenue enhancement or reduction.
- Monitor holiday traffic and group bookings on all future departures to ensure that optimum seats are protected for high yield passengers.
- Report generation with the help of Microsoft office programs.
- Data Analysis - Based on past and present data.
- Validates, adjusts and assesses demand forecasting at a POS/OD.
- Ensured pricing products are available for all channels.
- Cancel flight, change Equipment, creation seat map

Education

Computer Information System

May 2016

Canadian Sudanese College

References

Available upon request.