


Wala Osman


Nationality: Sudanese

Gender: Female

CONTACT

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ABOUT ME

An English Language graduate with a proven commercial record in aviation market who is keen to find new challenges in life. Striving to being involved in the development of crucial and critical solutions in order to realize great goals and achievements. Reliable, confident, and able to work as leader, an individual unit or as part of a team. Ability to deal with both administrative duties & business requirements competently with great motivation and fruitful delivery that aims at exceeding expectations.

WORK EXPERIENCE

01/08/2021 – 12/01/2022 – Khartoum, Sudan

Senior Commercial

Sun Airways

Job Rule : Commercial Department

Job Description

- Oversaw special projects and tracking progress towards company goals.
- Make strategic plans and manage the sales direction of the team, through setting clear goals and aggressive targets.
- Identify new revenue opportunities.
- Provide daily analysis, weekly and monthly reporting.
- Provide weekly dynamic forecast of expected results.
- Analyze overall monthly Sales performance and provide summary report with recommendations to improve long term strategies.
- Helping maximize revenue and bringing to attention any issues regarding accounting, business procedures or finances.
- Developing and implementing pricing strategies, cost analysis that enhance profitability.
- Working closely with other teams to closely track movements in costs.
- Analyzing price change requests from the team by evaluating margin impact, potential incremental volume, and competitor price levels.
- Assisting in creating promotional campaigns.
- Tracking market trends and keeping up to date on prices set by competitors.
- Responsible of system trouble shooting and reporting any system deficiencies to the system technical team to upgrade and customize as required

01/03/2019 – 01/04/2020 – Khartoum, Sudan

Senior Commercial

Badr Airlines

Job Rule : Commercial Department / Yield And Revenue Specialist

Job Description

Team Leader For Yield And Revenue Section, Generally Responsible from managing the demand forecast (class availability) for a set of defined markets to achieve the best possible revenue results for the company, and network as a whole. Carrying out extensive market analysis, competitor analysis, identify trends and implement inventory control strategies. In addition to central coordination of pricing and scheduling activities for assigned market group to meet or exceed revenue objectives as well as provide timely seat prices based allocation.

1. Pricing Techniques

The primary focus of the Pricing identify, recommend solutions, set methodologies, and communicate the requirements and direction for correct pricing structure to guarantee maximum revenue for airlines, meet the market demand , customer expectations while managing

profitability and operating cost Pricing analyst identify strategies of their competitors. They use mathematical analysis to track pricing trends, and they also study consumer habits to determine how much people are willing to pay for various products, and to look for patterns in consumer spending.

- Identify pricing solutions through cost/benefit analysis of different scenarios.
- Develops pricing strategies, provides cost/pricing input, and resolves issues as needed.
- Develops cost proposal schedules, formats excel templates.

2. Scheduling

- Evaluate current applicable Flight schedule.
- Create an operational schedule for each IATA season that meets all maintenance, minimum ground time, connectivity, airport constraints, and other operational requirements.
- Choose the best departure time and frequencies for any route according to the market need , season and passenger preference.
- Work as part of a team and provide 24*7 support as required
- Evaluate and implement fleeting solutions that maximize profitability while maintaining operational integrity.
- Coordinate changes to and maintain compliance with IATA slot portfolio.
- Continuously work to identify ways to improve the efficiency of schedule and make recommendations to senior management.
- Ensure optimum aircraft utilization.

3. Forecast Demand Analyst Generate accurate reports: historical / current and Future including not limited to Seat Factor / Market share / Market size / Selling prices /Currency rate Use the generated analytical reports to raise recommendation to ensure best forecast and assist the concerned to sustain best operational scenarios in terms of revenue Main elements to be considered by a demand forecast analyst:

- Competitive scheduling and pricing activity.
- The time component of booking behavior.
- Environmental Economical Social drive .. etc

01/03/2017 – 01/02/2019 – Khartoum, Sudan

Sales Officer

Badr Airlines

Job Rule : Commercial Department

Job Description

Primarily involved in applying sales/business strategies and ideas on the aviation market.

Responsibilities include developing sales plans, appraising and evaluating market conditions on an on- going basis, and maintaining business momentum to tackle competition.

- Main responsibility GDS (receive calls from Travel agencies, and offices if they have problem in System).
- Dealing With Stations and solve their problems.
- Collect Competitors Data (Prices,offers,Services...etc) , Analysis all the data to be updated with market and to compare Company Situation.
- Setup and maintain standardized documentation.
- Developing Sales plan for all destination by put proposal to be discussed with Supervisor, Managers
- Maximize the use of online sales tools; promote the company's services.
- Make strategic plans and manage the sales direction of the team, through setting clear goals and aggressive targets.

- Maintaining and developing key commercial accounts business, and managing the relationships to ensure maximum support for the Company.

01/05/2016 – 30/11/2016 – Khartoum, Sudan

Administrative manager

WIN-DO Training & Consulting

Job Rule : Administration

Job Description

- Worked with Human Resources and Management to identify training requirements and institutes plans for training new and existing employees.
- Mapped out training plans and schedules, designing and developing training Program.
- Coordinated appointments and meetings and managing staff calendars and schedules.
- Worked with the accounting and management teams to set budgets, monitor spending, and process payroll and other expenses.
- Planned, scheduled, and promoted office events, including meetings, conferences, interviews, orientations, and training sessions.
- Collected, organized, and stored information using computers and filing systems.
- Oversaw special projects and tracking progress towards company goals.

EDUCATION AND TRAINING

01/01/2011 – 31/10/2015 – Jabra, Main Street, Square 19, Khartoum, Sudan

Bachelor of English Language

Al Mughtaribeen University

1. To acquaint students with major patterns in the world's literature, civilization and cultures so as to contribute to the refinement of their talents, the development of their personalities , and widening of their intellectual scope as cultivated people.
2. To set up a specialization required by the Sudanese society , particularly in the field of education and communication by means of the following practices :
 - Enabling students to master various English language skills, by giving intensive English language courses in listening, speaking, reading and writing.
 - Acquainting students with the most up-to-date studies and methods of linguistic science in general, but with special reference to the structure of English.
 - Preparing students to go on to higher studies in linguistics and English literature through the fields of specialization available.
 - Grooming students in the English language in co-operation with the designated department of Arabic or any other foreign language Department to meet the growing needs of the Sudanese Society for qualified English language students.

Very Good | <https://www.mu.edu.sd/>

Entrepreneurship Course

Swiss eEarning Institute

Khartoum, Sudan

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

OTHER LANGUAGE(S):

English

Listening
C1

Reading
C1

**Spoken
production**
C1

**Spoken
interaction**
C1

Writing
C1

ORGANISATIONAL SKILLS

● **Organisational skills**

- Good user of Computers/Laptops: Microsoft office (Outlook/ Excel and word ...)
- Great Team Leader.
- Highly developed communication and interpersonal skills, with an ability to establish and maintain effective working relationships within a changing and demanding working environment.
- Multi-tasker, ability to prioritize work, handle heavy workloads, and meet tight deadlines.
- Analytical Skills.
- Decisions Maker

HOBBIES AND INTERESTS

● **Hobbies and interests**

- Reading.
- Music.
- Sports (jogging, tennis).
- Learning New Things.