

MOHAMED HAMAD ADROUB ADAM

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CAREER OBJECTIVE:

Dedicated administrative professional with excellent customer service skills and extensive knowledge of procedures. Interested in opportunities in the customer care field, sales, travel, and office management.

PERSONAL DETAILS:

Date of Birth	:	01/01/1991
Nationality	:	Sudanese
Place of Birth	:	Port Sudan
Marital status	:	Single
Gender	:	Male

EDUCATIONAL QUALIFICATION:

- Red Sea University, Faculty of Economics and Administrative Science.
- Microsoft Office Course, Afaq Al Mostagbal Institute.
- Maritime Studies College, (First Aid _ Safety and Social Responsibilities).

WORK EXPERIENCE:

• **Fleet Inspector**

Tawasul Transport, Abu Dhabi. (March 2022 to currently)

- Inspecting the car upon handover or receipt from the driver .
- Collect, store, process, monitor and report information about cars .
- Collaborate with the Operations and Fleet managers to review any vehicle accidents, ensure root cause analysis is carried out and arrange retraining of drivers when needed.
- Inspecting the car upon handover or receipt from the driver .
- Collect, store, process, monitor and report information about cars .
- Scheduling and saving all vehicle services and repairs, such as oil service, Tire changes, and a record of traffic violations.

- **Logistic Coordinator Assistant**

Al Tilal Wholesaler, Al-Ain

(August 2021 to January 2022)

- Ensure that logistics and procurement tasks are carried out at specified times.
- Organizing the logistics plan and procurement on a daily/weekly/monthly basis in coordination with program staff .
- Evaluating the logistical and purchasing needs of the project and supervising the validity of its implementation .
- Ensure that procurement files are complete, correct and include relevant signatures before sending them to the Finance Department for disbursement.
- Maintain electronic and paper copies of all logistics and procurement contracts (services, goods and labor) .
- Organizing and supervising all logistical operations related to the project.

- **Customer Service**

Portsudan Airport.

(September 2017 to November 2020)

- Checking passengers in for flights.
- Handling all loading and unloading of passengers bags from the aircraft.
- Helping direct passengers onto and off the aircraft.
- Diverting landed aircraft to taxi sports.
- Providing services such as steps from the Aircraft for crew passengers disembark.
- Coordinating and managing staff around aircraft during its stop over.
- Draft and hand over the necessary documents for the captain.
- routing and rebooking.
- Assisting disabled passengers.
- Assisting passengers with all enquiries including delayed baggage.

- **Administrative Coordinator**

Ministry of Defense SUDAN / National Service Administration

(May 2016 to September 2017)

- Responsibilities for Administrative Coordinator.
- Manage and delivering reports to various departments.
- Organize meetings and meeting schedules, perform clerical duties.

- Answering phone calls and responding to emails.
- Coordinate with human resources to handle payroll and personnel databases.
- Work with accounting departments to process invoices, make payments, and track receipts, prepare and ensure conference rooms and other meeting.
- Handle, multiple tasks and duties simultaneously.

Sales Representative

Bob Shop

(September 2015 to May 2016)

- Marketing the product or service by presenting it to clients or customers in the best possible way.
- Receiving purchase orders from customers and sending them to the company's shipping department.
- Achieving high profits for the company This is done by increasing its sales.
- Communicate effectively with customers, listen to them and their complaints, answer their questions, and ensure their satisfaction.
- Conduct a study of the market, customer behavior and tastes, prices, and the performance of competing companies.
- Complete knowledge of the product or service that he is promoting, with all its details and any information related to its production or specifications, and Presenting it to the customer in a clear way.

KEY SKILLS & ADVANTAGE

- Friendly and Creative Personality.
- Good and Fluent Communication Skills.
- Honest and Dedicated to Team Work.
- UAE Driving License.

LANGUAGES

- Arabic – Mother tongue
- English - Fluent

DECLARATION

I certify that the above information is true to the best of my knowledge and I will be glad if my resume is given a favorable consideration by your reputable company.

MOHAMED HAMAD ADROUB ADAM