

Muyasar AbdElkhalig Siddig

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CAREER OBJECTIVE

To seek a challenging and career-oriented position in a dynamic organization to enhance my knowledge, skills and contribute towards the success of organization.

WORK EXPERIENCE IN DUBAI

Working as Customers Services Representative at Al Shalal Pure Drinking Water LLC From 11/02/2019 Till Current Date.

ROLES AND RESPONSIBILITIES:

- Handling all the customers' calls, making calls for following-up to delivery persons and entering data's meanwhile.
- Give feedback to customers and collect data from customers and entering in software.
- Experience in RITE ERP Software
- Report directs to Supervisor, with great solution.
- Handling the task as the order of supervisor.
- Deal with customer complaints or issues.
- Prepare serve orders, maintains customer accounts.
- Respond to all customers' inquiries and complaints.
- Implement any other related work assigned.

WORK EXPERIENCE IN DUBAI

Working as office coordinator Cum Customers Services at Al Rawabi Pure Drinking Water LLC during the period from May 2016 to End of December 2018.

ROLES AND RESPONSIBILITIES:

- Follow office workflow procedures to ensure maximum efficiency.
- Maintain files and records with effective filing systems.
- Monitor office expenditures and handle all office contracts (rent, service etc.)
- Deal with customer complaints or issues.
- Greet and assist visitors when they arrive at the office.
- Monitor office supplies inventory and place orders.
- Assist in vendor relationship management.
- Maintain all billing & collections records.
- Prepare serve orders, maintains customer accounts.
- Implement any other related work assigned.

WORK EXPERIENCE IN ABU DHABI

Worked as Security Shift Leader at GASCO Habshan Complex Group, Sponsored M/S Spark Security Services Company during the period from Aug 2013 to Aug 2015.

ROLES AND RESPONSIBILITIES:

- Protect company's property and staff by maintaining a safe and secure environment.
- Take accurate notes of unusual occurrences.
- Monitor and control access at building entrances and vehicle gates.
- Watch alarm systems or video cameras and operate detecting/emergency equipment.

EDUCATIONAL QUALIFICATIONS

Graduated from The National Ribat University –Environmental Studies and Disaster Prevention College. Bachelor of Civilian Protection.
Graduation Year: 2010.

PERSONAL SKILLS

- Sincere and Optimistic.
- Able to establish and maintain a good working relationship with the staff at all levels.
- Good team working skills.
- Self-motivated “can do” attitude with a strong desire to succeed.
- Easily cop up with any kind of situations, individuals or working atmosphere.
- Determination, dedication and discipline.

IT EXPOSURE

- Computer knowledge.
- MS-Office, PowerPoint.

EXTRA CURRICULAR COURSE

- HSE Certified Officer.
- Occupational Safety and Health Administration (OSHA) - General Industry Safety and Health.
- International Association of Safety Professional (NASP)- General Industry.
- Fire – fighting systems – Accomase Company.
- Behavior Based Safety Course.
- Personal Protective Equipment Course.
- Fire Safety Course.
- Heat Stress Awareness Course.
- SO2 Awareness Course.
- H2S Awareness Course.
- First Aid certificate – Sudanese Red Crescent Society – Khartoum State.
- Basic Security Guard Training Course-National Security Institute.

EXTRA CURRICULAR ACTIVITIES

- A Training course in Safety Division - National Authority for Electricity - Bahry extension project.
- Police Department of Civil Defense in Khartoum.
- Police Department of Civil Defense in Khartoum - Prevention and Safety Branch.

PERSONAL PROFILE

- Date of Birth: 15-08-1989
- Gender: Male
- Address: Dubai – UAE.
- Marital Status: Single.
- Visa Status: Employment Visa Till 15/05/2023.
- Nationality: Sudanese.
- Language: Arabic/Mother Tongue & English.
- Driving License: Holding UEA Driving License.