

Alamin Abdulrhman Alamin

Riffa, 14 111 • 39518000 • alaminalyosif466@gmail.com • WWW: [Bold Profile](#)

SUMMARY

Hardworking and motivated with 8 years of experience and record of success . Solid history balancing team performance, customer service targets and business objectives. Dedicated to working closely with employees to maximize productivity and optimize procedures. Decisive leader with good planning and organizational skills.

EXPERIENCE

Office Assistant, 05/2023 - Current

ALBADR DOCUMENTS CLEARANCE

- Answered incoming calls in a professional manner and directed callers to the appropriate personnel.
- Organized office operations and procedures, such as managing calendars, scheduling appointments, preparing reports and maintaining records.
- Coordinated travel arrangements for staff members, including making reservations for flights or hotels.
- Greeted visitors, determined their needs and directed them to the appropriate personnel.

Casher, 08/2022 - 05/2023

Stop And Go Market-Bahrain - HIDD, bahrain

- Greeted customers and answered any questions they had about the store's products and services.
- Verified that customers were of legal age to purchase alcohol or tobacco products.

Operation Manager Assistant, 09/2018 - 07/2022

Top Gear Limousine Project

- Developed and implemented strategies to increase customer satisfaction and loyalty.
- Created monthly reports for senior management summarizing operational performance metrics.
- Coached, mentored and trained team members in order to improve their job performance.
- Conducted regular meetings with staff to discuss progress and identify areas of improvement.

Call centre agent, 03/2017 - 08/2017

MTN Co., Ltd.

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Understood and followed oral and written directions.

Point sale officer, 01/2014 - 10/2015

MTN Co., Ltd.

- Developed and implemented policies and procedures to ensure

SKILLS

- Planning and Organization
- Work Under Pressure
- Problem Solving
- Attention to Details
- Time Management
- Public Speaking and Presentation Skills
- Good Communication Skills
- Expense Tracking
- Business Development
- Business Administration
- Operations Management
- Staff Development
- Contract Management

EDUCATION AND TRAINING

Information Technology Diploma, 11/2012

National Ribat University

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/alaminalyosif-1aa313176

compliance with government regulations.

Sales Representative, 05/2023

Super Doctor Medical Company

- Developed and maintained relationships with existing clients to ensure customer satisfaction.

Technical Support Officer

MTN Co., Ltd.

- Tested software and hardware for compatibility with systems.

PLACE OF BIRTH

Sudan

PERSONAL INFORMATION

- Date of Birth: 03/07/1991
- Gender: Male
- Nationality: Sudanese

LANGUAGES

- Arabic, Advanced
- English, Advanced

LANGUAGES

Arabic: First Language

English: C1

Advanced (C1)