

Lubna Mohamed Ali Siddig

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PROFILE

- Experienced administrative and customer service professional with over 15 years of diverse experience in telecommunications, HR, procurement, finance, and training coordination. Known for exceptional communication, reporting, and organizational skills. Adept in customer service, performance reporting, archiving, and vendor coordination, with strong proficiency in Microsoft Office tools and high adaptability to multicultural and high-pressure environments.

Skills

- Records management and document archiving
- Cross-cultural work adaptability
- Report writing and data analysis
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- High-pressure tolerance and team collaboration

Experience

- **Zain Telecommunications – Sudan** 2010 - 2016
Archiving Agent – Customer Information
Key responsibilities
 - Managed large volumes of customer records and ensured proper documentation and indexing.
 - Promoted to Acting Supervisor, overseeing a team responsible for daily archiving operations.
 - Ensured compliance with data retention policies and internal procedures.
 - Conducted internal audits of archived files for completeness and accessibility.
- **Zain Telecommunications – Sudan** 2008 - 2009
Personnel Assistant – Human Resources Department
Key responsibilities
 - Supported HR team with employee records and administrative documentation.
 - Assisted with onboarding and exit formalities.
 - Handled internal filing, data entry, and archiving processes.
 - Maintained confidentiality and accuracy of personnel files
- **Zain Telecommunications – Sudan** 2004 - 2008
Call Center Agent
Key responsibilities
 - Responded to high-volume inbound customer inquiries with professionalism and empathy.
 - Resolved service complaints and technical issues promptly to ensure customer satisfaction.
 - Logged call details and maintained accurate customer service records.
 - Promoted brand loyalty through excellent service and communication skills.
- **Zain Telecommunications – Sudan** -
Procurement Department (Occasional Assignments)
Key responsibilities

- Processed vendor documents and supported procurement cycles.
- Coordinated with suppliers and internal stakeholders for documentation and logistics.
- Verified purchase requests and ensured timely submission of required records.

- **Zain Telecommunications – Sudan**

Finance Department – Accounts Payable (AP) Documents

Key responsibilities

- Organized and filed financial documents related to vendor payments.
- Liaised with finance team to ensure accuracy and completeness of AP records.
- Maintained document tracking systems and supported monthly reconciliation tasks.

- **Zain Telecommunications – Sudan**

E-Sales Department – Performance Reporting

Key responsibilities

- Compiled weekly and monthly sales performance reports.
- Performed comparative analysis across dealer, area, and regional levels.
- Provided actionable insights to the sales management team.
- Ensured timely and accurate data entry and report formatting

- **Sudatel Academy for Telecom Training**

Training Coordinator

2003 - 2004

Key responsibilities

- Scheduled and coordinated employee training programs and workshops.
- Maintained updated employee training files and evaluation forms.
- Communicated with trainers and department heads to align on training needs.
- Assisted in the development of training materials and feedback collection

Education

- **Omdurman Quran Kareem University**

Bachelor's Degree in Communication & Public Relations

2003

COURSES AND CERTIFICATES

- - Effective Communication Skills & Leadership
 - Problem Solving and Decision Making
 - Customer Care Professionalism
 - Basic to Intermediate Excel 2013 – Big Data Analysis
 - Quality Improvement Techniques
 - Project Management Professional (PMP) Preparatory Course

Languages

- ARABIC (NATIVE LANGUAGE)
- ENGLISH (INTERMEDIATE LEVEL B2)