

AHMED ABDELMONEIM



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📍 ABOUT ME:

Experienced Administrative and compliance officer who is effective in prioritizing and delivering goals with tight schedules. An ability to analyze and interpret information quickly with an eye for details.

Conducting audits and risk assessment to ensure adherence to government and local authorities.

WORK EXPERIENCE:

Security Officer in Bashir NGO from (2015 – 2017)

- Exhibits polite and professional communication via phone and mail.
- Review of company systems, processes, and standards fitting into a smart system through Central Integrated
- Audit procedures for monitoring and detecting any misconduct or ambiguity financially or operationally.
- Regularly monitor company procedures, practices, and documents to identify possible weaknesses or risks.
- Technical skills in investigations and audit of CCTV systems (Genetic).
- Prepares compliance audit data by compiling and analyzing internal and external information.
- CRM, IMS, ANPR, and P2000.
- Collaborate and facilitate compliance training with other department to create a culture of compliance.

CUSTOMER SERVICE REPRESENTATIVE

Al Waha Mall, Khartoum (Sudan) Dec 2017 – July 2019

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Keep records of customer interactions, process customer accounts and file documents.
- Understanding of information management and data classification.
- Handle customer complaints provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Assist with placement of orders, refunds, or exchanges.
- Contributes to team effort by accomplishing related results as needed.
- Achieve daily target assigned by the Employer.
- Preparing, organizing and storing information in paper and digital form.
- Configuring security systems, analyzing security requirements, and recommending improvements.

Education and Trainings:

- High school degree
- Diploma in English Language
- Bachelor's Degree in IT (University of technology and science)
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Office Management

MS Word, MS Excel, MS Access, Power point, Internet

Fire Fighting and Rescue Training

One-week course – Emirates Aviation College

First Aid & Fire Safety Training

One-week course – Emirates Aviation College

PERSONAL DETAILS:

Nationality: Sudan

Passport Number: (P09121750)

Date of Birth: 04/08/1997

Language: English-Excellent