

Tarig abdalla adam

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EDUCATION

National University Sudan

Khartoum, Sudan

Bachelor's degree in Computer science

Graduation Date: Mar 2022

WORK EXPERIENCE

SBK Palace (Sheikh Sultan Bin Khalifa Palace)

Dubai,UAE

Palace Attendant

May 2024 - Jul 2024

- **Exclusive Staff Services:** Provided high-level service to the private pilots and bodyguards of the royal family at SBK Palace (Sheikh Sultan Bin Khalifa Palace), ensuring their daily needs were met with professionalism and discretion.
- **High-Profile Support:** Assisted the support personnel of the royal family, including bodyguards and pilots, at SBK Palace (Sheikh Sultan Bin Khalifa Palace), maintaining clear and respectful communication while handling requests efficiently.
- **Attention to Detail:** Ensured that the villas for the pilots and bodyguards were always maintained to the highest standards, with all rooms and facilities kept in impeccable condition.
- **Team Collaboration:** Worked closely with other palace staff to ensure smooth operations and support for the pilots and bodyguards, creating a seamless experience for the royal family's trusted personnel.
- **Worked closely with other palace staff to ensure smooth operations and support for the pilots and bodyguards, creating a seamless experience for the royal family's trusted personnel.**
- **Quickly addressed any concerns or requests from the pilots and bodyguards, resolving issues efficiently to maintain their comfort and readiness for duty.**
- **Confidentiality and Discretion:** Maintained strict confidentiality in all interactions, understanding the sensitive nature of working closely with those responsible for the safety and security of the royal family.
- **Time Management and Prioritization:** Managed multiple responsibilities, ensuring tasks were completed on time and to the high standards expected at SBK Palace (Sheikh Sultan Bin Khalifa Palace).

Louis global Marketing managment

Dubai , UAE

Call Center agent

Apr 2024 - May 2024

- Excelled as a call center agent in Dubai, demonstrating exceptional communication skills and resilience during 12-hour shifts while dealing with clients in Canada, Europe, and Australia.
- Conducted outbound calls to engage with customers across different time zones, address inquiries, and promote products/services, contributing to the achievement of sales targets.
- Effectively managed high call volumes and maintained professionalism and enthusiasm while interacting with clients from diverse regions.
- Received recognition for outstanding performance, including exceeding call quotas and consistently delivering exceptional customer service to international clients.

Etooplay information technology

Khartoum,Sudan

Fullstack web Developer

Apr 2022 - Sep 2022

- Engaged directly with clients to understand their business requirements and translate them into technical solutions for full stack web applications.
- Collaborated with cross-functional teams to analyze client needs and develop innovative web solutions, resulting in the successful delivery of 6 client websites within tight deadlines.
- Played a key role in the initial planning and development of 5 company projects, including an e-commerce platform and a cryptocurrency trading platform, by providing valuable insights and suggestions based on client interactions.
- Acted as a liaison between technical teams and clients, ensuring effective communication and alignment of project goals
- Implemented advanced coding techniques to enhance website security measures, providing clients with peace of mind regarding the safety of their online platforms.

Full stack web developer

- Leveraged freelance opportunities to build custom websites for various businesses, catering to their specific needs and requirements.
- Worked closely with clients as a freelance developer, providing personalized consultations and guidance throughout the website development process
- Successfully delivered high-quality websites to multiple businesses, enhancing their online presence and driving growth
- Demonstrated versatility and adaptability by handling diverse projects and accommodating unique client requests.
- Received positive feedback and referrals from satisfied clients, reflecting strong customer satisfaction and trust in my services.

SKILLS & INTERESTS

Microsoft Office (Excel, Word, PowerPoint), CRM Systems, ERP, Communication and Collaboration

Tools (Slack, Microsoft Teams, Zoom, Skype for Business), Live Chat and Customer Support

Skills:

Tools (Intercom Live, ChatDrift), Survey and Feedback Tools (Google Forms, Qualtrics) Fast typing speed, Communication Skills, Problem-Solving, Adaptability, Time Management, Attention to Details

Languages: English (Fluent), Arabic (native)