

AHMED MOHAMED

Accountant and customer service officer specialist

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EXPERIENCE

Call center & Customer Service Officer 04/2023 - 01/2024

IBS Bank

- I Worked at **IBS Bank** as a Customer Service Officer
- I handled a high volume of inbound and outbound calls daily, resolving customer inquiries efficiently while maintaining professionalism and empathy.
- I Predicted customers' needs with precision of sales force and customized services to meet those needs
- I Solved customer problems promptly and accurately, recorded a problem solution score above 75%
- During this period, I opened most of the current and corporate accounts, and I am proficient in using the **ICBS** system and the **ORACLE BANKING SYSTEM**.

Accountant and account receivable 02/2020 - 04/2023

UNIGAS SOMALILAND LLC COMPANY

- I Documented transactions in **Quick Books**, enhancing accuracy and compliance by 60%, by mailing invoices to the customer two times in every six months
- I Performed well in increasing sales and meeting customer needs to obtain discounts on sales
- I Identified potential risks, managed and reduced expenses and bill monitoring.

Junior officer insurance a Training insurance SHAIKAN for Insurance 01/2018 - 06/2018 and reinsurance

- I Attended training on practical and technical aspects of insurance
- Social insurance
- Health insurance
- Different types of insurance work

EDUCATION

Master of Development Studies 11/2017 - 01/2019

University of Medical Science and Technology

Khartoum

- Master of development studies
- (development Economics specialization), from the University of Medical Science and Technology, Khartoum, 2017-2019.
- I obtained a strong study of economics, especially the aspects of economic and environmental development.
- I applied mathematics, econometrics, and many aspects of analysis when numerical data were available, using software applications such as EVEIWS and SPSS.

Bachelor degree in economics 2013 - 06/2017

International University of Africa

Khartoum

- Bachelor of Economics Management and Political Science from the International University of Africa, Khartoum • 09/2013 - 06/2017

Diploma Computer Science Khartoum British Educational Institutes 07_12/2014

Diploma Computerized Accounting Khartoum Sudan University of Science & Technology 08_11//2016

Disaster Management and Refugees Khartoum Smart international center 01/2015_02/2015



SUMMARY

Skillful and dynamic finance graduate with Demonstrated capacity to provide Comprehensive accounting and Administrative support. "Academically skilled In financial reporting, banking, and month-End reconciliations. Able to process invoices And conduct transactional functions having Undertaken a recent work experience Placement in accounting. Highly Communicative to offer support t to both Suppliers and customers.

KEYACHIEVEMENTS

- Expenses reduction achievement
Reduced expenses by 40%, improving Bill monitoring efficiency.
- Transaction accuracy improvement
Documented transactions with 60% More accuracy using QuickBooks.
- Customer service efficiency
Solved 75% of customer issues promptly And accurately recorded.
- Customer needs anticipation
Predicted customer needs with 85% precision, increasing satisfaction

LANGUAGES

Arabic Advanced
English Advanced

SKILLS

Econometrics EViews SPSS Statistics
Office Word EXcel advance
PowerPoint access Your skill Accounting
QuickBooks SAGE 50 Banking ICBS
Oracle Banking System

COURSES

Computerized accounting
Anti-money laundering

