

Merghani Hamza Merghani Elbakri

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Objectives

To improve my professional skills and experience within a company that offers perspective and excellence in quality, fostering an environment of confidence and teamwork. To grow with the company effectively, offering the best experience in products and services.

Education

- **High Secondary School:** Ahmed Bin Hanbal Secondary School, Doha-Qatar (1997-2000)
- **Bachelor in Information Systems:** Bayan College for Science & Technology, Khartoum-Sudan (2005-2009)

Other Training

- **Public Relations & Protocol:** Training course, The National Centre for Diplomatic Studies (July 9-22, 2018)
- Public Relations & Protocol: National Centre for Diplomatic Studies, July 2018
- Sun Systems Training: September 2017
- SOPHOS XG Firewall Certified Engineer: May 2017
- SOPHOS ENDUSER Protection Certification: May 2017

Work Experience

Administrative Officer

Teyseer Building Material & Transport Co., Doha-Qatar
March 2000 – February 2003

- Liaise with the Government departments such as the Ministry of Foreign Affairs (MOFA), Ministry of Labour (MOL), Ministry of Interior (MOI), Immigration, Airport Authorities, Customs, Traffic Department, etc. to process staff visas, Qatari IDs (QID), driving licenses, vehicle registration/transfers.
- Assist in preparation of documentation related to processing of staff visas, QIDs, shipment clearances, driving licenses and vehicle registration/ownership change.
- Communicated with various embassies and managed travel visas for over 800 drivers.
- Handled licensing for all company vehicles and organized documentation for company-owned vehicles.
- Organized and updated files, records, and databases.

- Supported management in daily administrative activities including budgeting and document management.
- Undertake regular physical visits to local authorities to follow-up on the status of applications submitted to the respective Government departments.
- Perform administrative tasks and other duties as assigned.
- Assist liaisons with respective Government departments and keep the supervisor informed by conveying directives, reports, status updates and other relevant information, bringing sensitive and urgent matters to the attention of the supervisor.

IT & Admin Assistant

IGAD Mission to Sudan, Khartoum-Sudan January 2009 – December 2024

- Acted as the primary liaison between IGAD, government institutions, non governmental organizations, and embassies, facilitating smooth communication and cooperation.
- Organized and coordinated logistics for high-level meetings, including travel arrangements, hotel bookings, and conference setups, contributing to the success of diplomatic missions.
- Managed daily information technology tasks.
- Supported management in daily administrative activities.
- Provided administrative support to senior management and staff.
- Ensured compliance with company operations and administrative policies.
- Performed other administrative tasks as requested.
- Provided network support, including installation, maintenance, and troubleshooting of wired and wireless networks.
- Provided hardware support for computers, printers, and other devices.
- Installed, updated, and maintained office software and custom applications.
- Offered technical support to users and resolved technical issues.
- Managed data protection and backup to ensure data integrity.
- Applied information security principles to protect data from breaches.
- Analyzed technical issues and developed effective solutions.
- Provided training and guidance to users on technology use and new tools.
- Kept up with the latest technological developments and implemented them in the workplace.

Call Center Agent

Dukhan Bank 1st October 2024 up to now.

Languages

- **Arabic:** Mother Tongue
- **English:** Excellent

Skills

- **Interpersonal Skills:** Building and maintaining relationships with various stakeholders, including clients, partners, and colleagues.
- **Communication Skills:** Strong written and verbal communication skills to convey information clearly and effectively.

- **Negotiation:** Capacity to negotiate and mediate to resolve conflicts and reach mutually beneficial agreements.
- **Problem-Solving:** Analytical skills to identify issues and find practical solutions.
- **Diplomacy:** Handling sensitive or complex situations with tact and maintaining a professional demeanor.
- **Adaptability:** Ability to adapt to changing circumstances and different working environments.
- **Organization:** Strong organizational skills to manage tasks, meetings, and documentation effectively.
- **Time Management:** Efficiently managing time and priorities to meet deadlines and obligations.
- **Teamwork:** Ability to work collaboratively within teams and across departments.
- **Decision-Making:** Making informed decisions that align with the interests of all parties involved.
- **Leadership:** Leading and guiding teams or groups toward common goals and objectives.
- **Event Planning:** Planning and coordinating events, meetings, or conferences.
- **Technical Proficiency:** Familiarity with relevant software tools, communication technologies, and industry-specific knowledge.
- **Network Support:** Installing, maintaining, and troubleshooting wireless networks.
- **Hardware Support:** Installing, maintaining, and repairing computers, printers, and other devices.
- **Software Support:** Installing, updating, and maintaining office software and custom applications.
- **User Support:** Providing technical support to users and resolving technical issues.
- **Data Management:** Managing and protecting data, including backups, to ensure its integrity.
- **Problem-Solving:** Analyzing technical issues and developing effective solutions.
- **Technology Monitoring:** Keeping up with the latest technological developments and implementing them in the workplace to improve efficiency and effectiveness

References

Available upon request