



# Gusai Adam

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## Objective

Looking to work with a motivated & determined team of professional computer technicians so I can use my effective communication to increase customer retention

## Experience

- **Arkam fly agency, Khartoum, Sudan** 4/2019 - 4/2023  
customer service  
Organize the office taking care of the computer, network ,booking air ticket selling , contact customer, send email to the flying company, booking hotel room, pay the bill of the tickets by going to banks
- **Arkam Fly agency, Khartoum, Sudan** 4/2019 - 4/2023  
Office assistant manager  
Data entry, shadows meeting, VIP tickets , VIP customer umra visa , VIP customer service hotel room booking,
- **Arkam Fly agency, Khartoum, Sudan** 4/2019 - 4/2023  
Computer technician  
Computer software update , hardware repairing, computer custom building (gaming laptop, computer)

## Education

- **Jawaharlal Nehru Technological University, Hyderabad (JNTU Hyderabad) , India** 7/2014. \_\_\_\_\_ 9/2018  
b-tech computer science  
4th

## Skills

- Arabic
- English
- communication skills Arabic & English
- skills on sale
- email writing by both Arabic & English
- Microsoft office, excel,Power point
- Computer technician software & hardware
- Windows
- Kali Linux

## Projects

- **Computer Update**  
All company must built up it's own computer to minimize the risk of hack