

Dirar Muhamad Ahmad

Little About Me

dubai

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Electrical and Electronics Engineer with a number of track records of designing and completing projects on time and in alignment with client expectations and regulatory guidelines; Excels at problem solving and troubleshooting; Demonstrates comprehensive knowledge of engineering principles; Skilled at managing project budgets and resources; Applies analytical skill to resolve design and development issues; Worked in MS Office Suite, Matlab C/C++; Fundamentals of Engineering, Web Development and Skills related to generating leads, creating conversion systems and managing after-sales support and service level agreements.

Work Experience

Business Development Executive

Thunderbeat Startup - Cairo

July 2021 to March 2022

Worked on developing the business concept as well as the development path for the business direction.

Coordinated marketing campaigns and data analyses with leading marketing entities. Worked closely with the website developing entity on the website of the Business from a content , design and material standpoints.

Worked in coordinating efforts of taking the business concept further with entities in many countries in the middle east region .

Subcontracted Solar Panels Manufacturer As an internal implementation and contracting agent

Customer Support Agent

Teleperformance - Cairo

October 2020 to August 2021

Shortlisted from amongst more than 50 employees to move to a higher position, and successfully passed the assessment for it.

Gained Soft skills regarding dealing with customers, knowing their psychological state, understanding their preferences and handling their concerns and requests with skills related to communication, the form of speech as well as dealing with and processing information.

Gained Product knowledge of the companies client and a basic introduction to their daily operations for the sake of becoming a contributing business agent.

Started as a fresh tracking agent for Teleperformance's client in the united states (a world-leading company in logistics). conducted operations for one month displaying competitive work ethics and conduct.

Was upgraded to the Universal department with a wider functionality scope than the earlier department, currently conducting functions that provide a brighter insight and understanding of our client's business and logistics operations.

Continuously achieving high key performance indicators records, with 100% attendance and adherence, 4/5 record in customer evaluations and feedback, 94% accuracy in operations and 91.5% average in regular performance assessments.

Resolving office-related issues according to predetermined procedures. and constantly elaborating my knowledge and skillsets through daily operations as well as our internal knowledge base.

Founder and Sales Engineer

Thunderbolt Sheraton - Cairo Egypt

January 2020 to December 2020

Created the startup's website and its content.

Helped exploring market analyses to contribute to decisions related to development paths.

Established contact with world-leading marketing agencies and exchanged very beneficial information.

Understanding client's needs by implementing the HALO strategy and coordinating development efforts.

Designed the startup leads generation system which generated all the startup's potential clients

Conducted site visits with actual clients and closed a deal.

Generate potential clients lists, converting them into leads, and carrying out follow-up sessions to convert them into actual clients.

Co-founder , Engineer and Product Developer

Bluebox Trading Services - Khartoum Sudan

September 2016 to September 2019

Assessed competitors products and designs to compare

projects value and determine the most suitable development paths. Contributed to designing and developing various platforms including :

Thunderbolt C: A small and medium enterprise management platform, that aims to tackle various challenges institutions have to face on a day to day bases. Thunderbolt M: A flow management platform that helps institutions management achieve higher measures of functionality, efficiency and progress, the device also helps in taking crucial strategic decisions related to branches distribution.

Fi taregak : a Database buildup platform aimed at gathering crucial users data to guarantee the route matching algorithm in Tarha is achieved flawlessly.

Tarha : ride-hailing service with trip sharing functionality that was the first of it's kind in Sudan, the platform was fully developed, tested and operated.

Generated leads and creating a conversion system that brought about 90% of the companies clients and helped to nourish the companies income.

Designed a number of low current and communication systems and completed installations for numerous private and public institutions.
planned and implemented the installation process of the designed low current system for numerous private and public institutions.

Senior Project Engineer

Fast Zone Sudan - Khartoum Sudan
May 2016 to July 2018

Carried out Site Surveying for the purpose of designing various low current systems for numerous institutions in Sudan including, Cofftea Factory, National Security Headquarters, various branches of Nile Bank, and Baraka Bank.

Coordinated installation of many of those systems in a number of branches of Nile Bank, Baraka Bank and many other governmental facilities.

Attended meetings of coordination with subcontractors and contractors as well as owners of projects or businesses.

Implemented Designed systems in numerous branches of Nile bank, Baraka Bank, Saudi Airlines Sudan and Buildings belonging to National Security.

Maintained positive customer relations and Increased customer loyalty through a relentless pursuit of resolutions to problems arising from [Qmatic Middle East Supply and Support], protecting company reputation and loyal client base.

Carried out tasks outside of my scope of responsibility to assure the overall harmony and integrity of my institution.

Trainee

Sudanese Egypton Transformers Factory - Khartoum Sudan
March 2014 to June 2014

Transformers components manufacturing and stages, including an introduction to parts concepts and manufacturing machines operations.

Transformers calculations in accordance with the power rating, input and output voltages and turn ratios.
Transformers open circuit and short circuit tests implementations and safety measures involved.

Trainee

Sudan Electricity Distribution Company - Khartoum Sudan
December 2013 to March 2014

Introduction to project management particularly in projects of setting up transmission and distribution stations

SCADA System operating, control, and an overview of the system configuration.

SCADA Systems programming and integration of new transmission and distribution stations.
An overview of Sudan's electrical network from generation to homes. Distribution Networks Design

Education

Bachelor's in electrical and electronics engineering

The University of Nottingham - Dubai

September 2010 to April 2016

Skills

- Team Management
- Project Management
- Conversion Optimization
- Systems Design
- Interdepartmental Coordination
- Web Development
- Business Development Methodology
- Customer Support
- Team Work
- Leads Generation
- Low Voltage
- Problem Solving
- Communication Systems

Languages

- Arabic - Fluent