

PERSONAL INFORMATION



Hamidullah Hamdard

- Sra Kala, Tera, Gardez Paktia, 2201, Afghanistan
- +93 (0)76 76 574 77 +93 (0)76 76 57 456
- atifahmadzai8@gmail.com
- [Linkedin Profile](#)
- [Facebook Messenger](#)

Sex male | Date of birth 21/05/2001 | Nationality Afghanistan

JOB APPLIED FOR POSITION

Salesperson Supervisor / Afghan Telecom

WORK EXPERIENCE

2022 Sep – 2023 Jan Agent / Supervisor Kamawal Hospital

- Hiring, training, and preparing call center representatives to respond to customers.
- Ensuring agents understand with all call center objectives, performance standards and policies.
- Answering agent questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities.
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and management team members to support agents and maximize customer satisfaction.

Business sector: Health care / financial Services Business type: Marketing

EDUCATION AND TRAINING

2019 - 2023 Computer Science

Faculty of Computer Science, Nangarhar University, Jalalabad Afghanistan

- Network and Communication Department

PERSONAL SKILLS

Mother tongue(s) Pashto

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Dari	Proficient	Proficient	Upper Intermediate	Intermediate	Upper Intermediate
English	Proficient	Proficient	Upper Intermediate	Upper Intermediate	Proficient

English Proficiency of B2 Level.

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills Active Listening. Acquired it from my last job, it allows me to better understand a client's needs.
▪ Became an active listener and gained it through my experience as a supervisor.

Organisational / managerial skills	Leadership, Time management, Deal strategy, Designing and implementing a strategic sales plan. ▪ was responsible for a team of eight during the defense of thesis, and as a supervisor, was the leader of a group of five and responsible for their supervision, training and coaching.
Job-related skills	Identifying sales goals, creating sales plans, providing Training Opportunities, Empathy, Effective Communication, Motivating the team. ▪ gained skills by leading teams and implementing plans.
Computer skills	Computer Programming, Microsoft Office, Problem Solving, Graphic Design, Information Technology, Computer Hardware, Analytics, Social Media and Presentation Software ▪ Obtain through undergraduate degree + a year of experience in IT and cloud computing
Hobbies	Study, Travel, Volunteer, Writing, Photography, Learning Languages and Community involvement

ADDITIONAL INFORMATION

Presentations	During my four-year university education, I have given presentations on various topics such as: Types of Networks and topologies, Generation of mobile network, OSI model, cloud computing, Cyber security, TCP/IP protocols, Introduction to Wireless Communications and more
Projects	Complete Design and Architecture of Data Center Using Docker Technology Creating Private Cloud using Virtualization such as: VMware, Hypervisor and windows server
Conferences	I have participated in some conferences held inside the university such as: Wireless Communication, focusing on wireless communication technologies and their applications.
Seminars	Network Security A Conference focused on network security, covering topics such as cybersecurity, encryption and threat mitigation. Information Technology, an annual conference within the university that covers various aspects of information technology, which include sessions on networking and communication.
Certifications	I participated in many seminars during my four-year academic journey, some of which are these: Advances in Artificial Intelligence and Machine Learning. Cloud Computing and its Applications. Emerging Trends in Information Technology, Network Security and Threat Detection. High Performance Computing. Internet of Things (IoT) and smart Devices. Blockchain Technology and cryptocurrencies. Cybersecurity and Data Privacy in the Digital Age.
	Certificates that I have mentioned it in my LinkedIn Profile: Fundamental of Digital Marketing, Soft Skill Training, HTML, CSS, C++, Certified Fund Raising Executive(CFRE), IT Operations, Cloud Computing