

Isra Abdalla

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Highly motivated E-commerce & Product Coordinator with expertise in managing product listings, optimizing online sales performance, and coordinating inventory across platforms like Noon and Amazon. Experienced in training teams, supporting smart home technology, and driving cross-functional collaboration to ensure seamless operations. Proven success as a brand presenter at GITEX 2024, enhancing product visibility and engaging customers. Known for delivering efficient solutions, boosting sales, and fostering positive client relationships in fast-paced environments.

EXPERIENCE

E-commerce & Product Coordinator

Dubai

GLT Electronics Trading/Polaris

Jul, 2024 - Present

- Managed product listings on Noon and Amazon, creating high-quality descriptions, selecting relevant keywords, and ensuring accurate product data and imagery.
- Coordinated inventory transfers and stock availability across e-commerce platforms, helping maintain optimal stock levels and avoiding order delays.
- Tracked online sales performance daily and generated weekly sales reports to inform marketing and business decisions.
- Conducted training sessions for new employees on internal systems, selling platforms, and product knowledge—especially related to smart home devices.
- Served as a product expert on smart devices, providing team support with in-depth knowledge, feature comparisons, and customer education material.
- Worked cross-functionally with logistics, sales, and customer support teams to ensure smooth end-to-end e-commerce operations.
- Delivered professional product presentations and customer education at key retail locations like Dubai Mall (Icoffee branch) and during GITEX 2024 as a brand ambassador.
- Represented Polaris IQ Home in PR tasks across both offline and online platforms, increasing brand visibility and customer engagement.

Visa Processing and Sales

Dubai

Tadbeer Housekeepingco

Nov, 2023 - Jun, 2024

- Assisted clients in preparing and submitting visa applications, ensuring compliance with immigration and MOHRE regulations.
- Liaised with embassies, consulates, and government agencies to facilitate and expedite the visa process.
- Provided end-to-end support and personalized guidance to clients throughout the visa application journey. Handled customer inquiries and resolved concerns effectively, maintaining high satisfaction and trust.
- Ensured accuracy and completeness in document verification, reducing delays and rejections.
- Promoted company services to walk-in and phone clients, increasing customer conversion rates. Met monthly sales targets by offering tailored visa and domestic staffing solutions based on client needs.
- Built lasting client relationships, resulting in repeat business and positive referrals.

Technical Support / Back Office

Dubai

Ministry of Human Resources and Emiratization UAE

May, 2022 - Oct, 2023

- Ministry of Human Resources and Emiratization UAE May, 2022 - Oct, 2023
- Acted as the first point of contact for technical issues related to customer transactions.
- Investigated and identified the nature of system or transaction problems before escalating them to the relevant IT team.
- Collected detailed issue information to help the technical team resolve cases faster.
- Ensured each issue was directed to the correct department (development, networking, database, etc.).
- Verified and followed up on issues to confirm successful resolution.
- Helped improve communication between support staff and technical teams for faster service

Project Coordinator

Khartoum

Ocean Company

Jun, 2018 - Jan, 2022

- Assist in the planning and execution of project tasks and timelines.
- Coordinate with team members and stakeholders to ensure project goals are met.

- Monitor project progress and provide regular updates to management.
- Manage project documentation and maintain accurate records.
- Identify potential risks and develop mitigation strategies.
- Facilitate meetings and communicate project status to relevant parties.

EDUCATION

Bachelor

Khartoum

Alzaeim Alazhari University

Sep, 2012 - Sep, 2017

Faculty of Information Technology

Master's Degree in Business Intelligence

Khartoum

University of Khartoum

Jan, 2019 - Dec, 2020

School of Math Faculty- Information Technology

PROJECTS

Volunteer

FIFA • Qatar- November 2021 - January 2022

- I participated as a volunteer in the FIFA Arab Cup as Fan Support Planning, guiding, transporting, and welcoming.
- Greeting legends, finding seats, carrying flags, supporting the media, and preparing accreditation passes.
- Meet like-minded professional volunteers from around the world.

Gitex 2024- Dubai

Participated as a brand presenter for Polaris at GITEX 2024, showcasing smart home devices to a large audience and contributing to brand exposure and customer engagement.

<https://www.linkedin.com/feed/update/urn:li:activity:7252546800463532032/>

ACHIEVEMENTS

Microsoft Certificate

Harnessing the power of Data with Power BI.

TRAINING/CERTIFICATIONS

Power BI

2022

LINKED-IN

Data Analysis Using Excel

2023

Edrak

Prepare, organize, and visualize data using Excel Sheet.

SKILLS

Microsoft Office, Power BI Dashboard, Odoo Modules(CRM, Sales, Purchase, Excellent Communication, Critical Thinking, TIME MANAGEMENT SKILLS

LANGUAGE

Arabic, English