ABDULRHMAN ELSAYED

Lebanese, 22 FEB 2002 Salmiya, Kuwait | +965 6616 6250 | alsayed252@icloud.com

Motivated and detail-oriented IT graduate with a strong foundation in software development, database management, and problem-solving. Eager to contribute to innovative tech solutions and thrive in collaborative, fast-paced environments. Known for a proactive mindset, adaptability, and a passion for continuous learning.

EDUCATION

Bachelor of Science in Information Technology| *Arab Open University – Kuwait Branch*
Graduated: June 2024

- Relevant coursework: Software Engineering, Database Management Systems, Web Development, Network Security

---

EXPERIENCE

Customer Service & Operations – Various Roles
Commercial Bank of Kuwait (CBK), Kuwait

April 2024 – Present

- Managed high volumes of customer interactions via call center, ensuring timely and accurate service delivery.
- Provided support in the Corporate Banking Department, handling client inquiries and processing service requests.
- Assisted branch staff with daily operations, including customer onboarding, transaction processing, and account services.
- Ensured compliance with bank procedures and maintained high levels of customer satisfaction.

Sales & Customer Service Representative
ORG Watch / Kuwait Boutique – Kuwait

March 2023 – April 2024

- Delivered personalized customer service and luxury product knowledge to high-end clients.
- Met and exceeded monthly sales targets through upselling and client engagement strategies.
- Handled product inventory, order processing, and after-sales support.
- Resolved customer concerns effectively, contributing to repeat business and customer loyalty.

Call Center Agent and Tele sales
STC – Kuwait - Aseer Time Company – Kuwait

- Provided product information and support via phone
- Managed customer orders and ensured accurate order fulfillment.
- Conducted outbound calls to promote telecom products and services.

SKILLS

- Programing language: flutter & Dart, JAVA, PYTON, PHP
- Database Management : MYSQL, SQL queries

- Software & Tools: Microsoft Office
- Web Development: Responsive design, front-end web fundamentals
- IT Fundamentals: Networking basics, system troubleshooting, operating systems
- Call Center Systems: CRM platforms, ticketing systems, call scripts.

Soft Skills
- Excellent verbal and written communication (Arabic & English)
- Strong problem-solving and analytical skills.
- Customer-focused with a professional demeanor.
- Team player with leadership potential.
- Adaptable and quick learner in fast-paced environments.
- Able to manage stress and multitask under pressure.
- High attention to detail and organizational skills.

Projects

1. Restaurant Reservation App (Graduation Project)
Technologies: Flutter, Dart, PHP, MySQL

- Designed and developed a mobile application to streamline restaurant reservations and table management.
- Implemented user authentication, booking system, and admin panel using Flutter and PHP backend.
- Integrated a MySQL database with PHP API to manage users, reservations, and restaurant data.
- Focused on responsive UI/UX design and ensured compatibility across Android and iOS devices.
- Applied Agile methodology throughout the development cycle, using Git for version control.

2. AI-Powered Personal Finance App
- Developed a mobile app using Flutter and Dart that helps users track expenses and get AI-based financial advice.
- Integrated local database for offline storage and used Firebase for authentication.
- Applied Agile methodology and Git version control throughout the project.

Certifications
- Projects EXPO 2024 from Arab open university
- Introduction to Cybersecurity (Edrak website)
- PHP for Beginners – Tuwaiq Academy
- PYTHON - Tuwaiq Academy
- Regulatory Compliance and Rules of Governance and disclosure – CBK Kuwait
- Sustainable Finance – CBK Kuwait
- Fraud and Corruption Awareness - CBK Kuwait
- Phishing Awareness – CBK Kuwait
- Anti-Money Laundering – CBK Kuwait