

ALAA ABDALLAH

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📍 Nablus, Palestine

EDUCATION

Bachelor of Management Information Systems

An-Najah National University

📅 September 2016 – June 2021

EXPERIENCE

Call Center Representative

Paltel , Nablus

- Receive customer calls and provide them with the appropriate service in the shortest possible time .

Technical Support Representative

Hadara (Nablus, Ramallah)

- Receive customers' calls, understand their technical problems, and work to solve them as soon as possible.
- Following up on customers' problems, providing advice and appropriate solutions with their needs, and explaining the problem to them.
- Update customer files.
- Write a report for each call.

Data Entry Position

Superlink , Nablus

- Entering new customer data and requests through a customized customer program.
- Entering suppliers' sales through the excel program.
- Ensure customer position and satisfaction through Customer Relationship Management (CRM) software.

Outsourcing Position

Kabseh Mobile Store , Nablus

- Analyze customer data within a specified period.

PROGRAMMING LANGUAGES

JAVA HTML CSS JAVA Script SQL PHP SOLIDITY
AJAX

SKILLS

Team worker Quick learner
Excellent communication skills
Self learning skills Highly motivated
Works under pressure

COMPUTER SKILLS

- Fairly extensive experience with web development: HTML, AJAX, CSS, PHP and JAVA Script.
- Very good experience with databases and MySQL .
- Good experience with handling programs: HTML, AJAX, CSS, PHP and JAVA Script. Ms Project, Tora, Rapid Miner, NetBeans, Eclipse, Excel, PowerPoint, Access, Sublime, Bitrix, Odoo, Remix Ethereum, Oracle, CRM, WordPress, Wix, Overleaf, Visual Paradigm Online and Google Analytics.

LANGUAGE

Arabic English