

Ali Mohamed Abdi

206-637-1055 • Mohamedhussein123456@gmail.com • Greater Seattle, WA

[LinkedIn](#) | [GitHub](#)

RELEVANT SKILLS

- Microsoft Office Suite
- Zoom
- File Management
- Web Development
- HTML5 / CSS
- SQL
- GitHub
- JavaScript
- Project Coordination
- Customer Service
- Business Communication
- Management

EXPERIENCE

G2 Secure Staff, SeaTac, WA

July 2018 – April 2022

Ops Manager

- Tasked with organizing and planning smooth operation
- Managed the day-to-day operations with primary responsibility for scheduling/staffing, managing daily budgeted hours, and limiting overtime of the operation
- Coordinated communications to the cabin service agent team and management as well as updates/notifications between the Client and employees. Ensures all data is recorded according to company procedures
- Dealt with all levels of situations, client representatives, employees, and the public
- Analyzed data to inform operational decisions or activities
- Organized meetings for leads and managers each week to achieve effective planning and communication.
- Designed a staffing sheet with Excel to organize and schedule 150 employees resulting in a reduced margin of error for budging hours
- Implemented phone catalog for all employees to increase work efficiency for dispatchers

EDUCATION

Year Up / Seattle Central College, Seattle, WA

March 2022 – Present

Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training and a six-month internship.

- Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Application Development, including HTML, CSS, and JavaScript.
- Coding in HTML/CSS and JavaScript to prepare for Software Developer
- Programming with Visual Studio Code

CERTIFICATIONS AND TRAINING

Training or Certification name – Year