

# Anas Ali

## PROFESSIONAL SUMMARY

Resourceful and experienced worker offering expertise in web developing customer service, travel coordination and file management. Detail-oriented team player with strong organizational skills. Handles multiple projects simultaneously with a high degree of accuracy.

## WORK HISTORY

### Office Assistant

04/2020 - 09/2022

#### Global sweets and drinks AB - Malmo, Sweden

- Created weekly and monthly reports and presentations, enabling improved operational analysis.
- Sorted and distributed incoming mail to correct recipients throughout busy office environments.
- Maintained office files for reliable reference, including electronic and hard copies.
- Responded promptly to telephone enquiries from clients, vendors and customers.
- Processed invoices and payments using accounting software.
- Oversaw daily office operations and equipment maintenance.
- Completed banking transactions and carried out basic bookkeeping.
- Stayed up-to-date with knowledge of company products and services to assist clients with concerns.
- Drafted written communication in response to complex customer queries.
- Kept inventory of office supplies and ordered new items when necessary.
- Entered handwritten data into computers for easy retrieval.

### Office Assistant

08/2014 - 02/2020

#### Candy garden AB - Malmo, Sweden

- Created weekly and monthly reports and presentations, enabling improved operational analysis.
- Sorted and distributed incoming mail to correct recipients throughout busy office environments.
- Maintained office files for reliable reference, including electronic and hard copies.
- Responded promptly to telephone enquiries from clients, vendors and customers.
- Processed invoices and payments using accounting software.
- Typed and proofread documents for senior management.
- Completed banking transactions and carried out basic bookkeeping.
- Stayed up-to-date with knowledge of company products and services to assist clients with concerns.
- Drafted written communication in response to complex customer queries.
- Entered handwritten data into computers for easy retrieval.

## CONTACT

 SK1 Stockport, Manchester, UK

 07776744453

 baridanas@gmail.com



## SKILLS

- Dedicated team player
- Results-orientated
- Self-directed
- Microsoft Office proficiency
- Database maintenance
- Database management
- Excel spreadsheets
- Data entry
- Office administration

## LANGUAGES

**Arabic** C1

Advanced

**English** B1

Intermediate

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## EDUCATION

- **Bachelor of Science:** Computer science ,

02/2014 **Al Quds open University** – Jenin, Palestine

-**TLM-Level 2 Cyber Security Course**, 03/2024

Code Nation with Trafford College Group – Manchester – UK

-**TLM-Level 2 Coding Course**, 07/2024

Code Nation with Trafford College Group – Manchester – UK

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## ACCOMPLISHMENTS

- Successfully resolved plenty of customers issues .
  - Managed daily schedules and sales leads for senior and junior officers.
  - Achieved results by completing tasks with accuracy and efficiency.
  - Used Microsoft Excel to develop inventory tracking spreadsheets.
  - Resolved product issue through consumer testing.
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## CERTIFICATIONS

- Computer Science License – 2014
- Certificate in Cyber Security Principles – 2024
- Certificate in Cyber Security and Digital Forensics – 2024