Abdelshafa Abdala

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Key Skills

- Confident developer in Python, SQL, HTML, CSS and JavaScript.
- Can analyses and design systems using UML.
- Have used cloud environments like Azure, AWS and Sales force during my course.
- Can design and create database schemas.
- Can write SQL queries to intermediate level using Oracle 11G.
- Competent user of Windows and Linux Operating Systems in system administration.
- Design build and troubleshoot a network using routers and hubs using related tools.
- Familiar with the Agile methodology and its frameworks.
- Administer an Oracle 11G database server using Enterprise Manager and related SQL commands.
- Can write scripts in Python.

EMPLOYMENT

Sandyford, Dublin 18 Road,   13 June 2016

Community Operation Analyst

Covalen provides outsourcing, managed solutions and advisory services to leading global companies with multi-lingual needs. It is part of the Cpl group, It work with businesses which are looking to improve quality and efficiency, drive customer experiences, and maximise their competitive advantage.

Key Responsibilities

- Investigate and resolve issues that are reported on Facebook platform such as requests for account support and reports of potentially abusive content.
- Use market specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of the Facebook community of users.
- Gather, analyse and utilize relevant data to develop ways to improve the overall user experience on the site.
- Review the reported content within agreed turnaround times and standards of quality
- Identify inefficiencies in workflows and suggest solutions
- Recognise trends and patterns and escalate issues outside the company policy to the global team
  Submit insights and spot trends to improve the company policy.
- Shadow newbies and ramp them up on the queues.
- Performing a root cause analysis on market mistakes to implement action plans and improve the quality metrics.

Key Achievements

- Excellent track record of maintaining and improving production to over 90% and accuracy to 99%.
- Received awards for the best quality award three time in the current year up to June 2020.
- Provide increased focus on analytics and emphasize development of subject matter expertise within analyst teams
- Identifies areas of opportunity and improvement within processes and tools based on reporting results and tool environment

Central Statistic Office   02. May.2016
Skehard Road, Cork T12 X00E, Ireland
Enumerator
The Central Statistics Office is the statistical agency responsible for the gathering of "information relating to economic, social and general activities and conditions" in Ireland, in particular the National Census which is held every five years.

Key Responsibilities

- Carried out an extensive visual survey of the assigned EA. I identified each dwelling in the visual survey and recorded on an Enumerator Record Book and on a copy of an up-to-date Ordnance Survey Map of the EA.
- Delivered Census household form(s) to each household (private and non-private) before census day.
- Collecting the census forms following census day. I checked the census form for completeness at the doorstep.
- Compile population summaries for the assigned EA and returns the census forms via Field Supervisor.

Key Achievements

- Demonstrated ability to successfully manage competing priorities & deliverables in a fast-paced, dead-line oriented environment
- Self-motivated with the ability to prioritize and make independent decisions
- Strong communication (written and verbal) and presentation skills
- Proven ability to multi-task

EDUCATION

Technological University Dublin / Tallaght Campus   **2017 - 2020**
Blessington Rd, Tallaght, Dublin 24, D24 FKT9
Bachelor of Science in IT Management, Ordinary Degree

Main Modules

Python, Advanced Web Development, IT scripting and Automation, Cloud & Distributed Computing, Networking, Advanced Databases, Information Security, Operating Systems and Data Analysis.

SKILLS
Description:
AS a part of Web development Server-Side module I worked on a project involving development of an online product store. This website allowed users to browse categories, purchase and view purchased items of their choosing.

Skills learned:
- How to be assertive, work well under pressure, using Microsoft Azure and connected it with database. I learned How develop a website using server and client side.

Challenges faced:
- Trying not to spend too much time on design but working more on the back end of the system first.

Technologies & Tools Used:
 Phyton Play Framework, Linux, Phyton, OO, Agile, HTML, CSS, Bootstrap and ASQL.

Blackrock Further Education Institute (BFEI)   **2015 - 2016**
Creative Multi-Media Certificate
QQI level 5

• Gained invaluable knowledge of the Dreamweaver interface, while learning to code HTML 5, CSS3, and JavaScript.

• Learned key design principles of design (Graphic design).

• Created industry ready artwork with In design, Photoshop, and Illustrator for Digital and Print Media.

• Learned how to create interactive animations using Flash and Action Script.
• Worked on various projects & assignments while keeping to tight deadlines.

• Working within teams helped me to excel in my communications skills with others in achieving our end goal.

Blackrock Further Education Institute (BFEI   **2014 – 2015**
Digital and Social Media Marketing
QQI level 6

Advanced Level 6 Business Certificate in Digital and Social Media Marketing Completed all 8 modules and my result was an overall distinction.

As a student at BFEI, I have completed 8 modules successfully. I have gained experience in completing assignments and projects to tight deadlines.

Business Management, Entrepreneurship, Applied I.T. with Excel, Digital Marketing, Sales and Marketing, Web Authoring and Work Experience.

Ballsbridge College of Further Education   **2011 - 2012**
Media Production
QQI level 5

• Gained a knowledge of the Media Production, while learning the art of Media Analysis.

• Learned key principles of Media, laws, culture, policies, and History.

• Created industry ready print Media work using InDesign, Photoshop for Print Media.

• Learned how to write News and Reports, conduct interviews, audit it, and design logos.

• Worked on various projects & assignments while keeping to tight deadlines.

• Working as a part of a team helped me to improve my communications skills and achieve my end goal.

AFFILIATIONS AND PERSONAL ACHIEVEMENTS

- Student of the Year as a part of Advanced Level 6 Business Certificate in Digital and Social Media Marketing Completed all 8 modules and my result was an overall distinction.

- Class represented for Digital Social Media Market, Ballsbriddge Further Education Institue2015.

REFERENCES- available upon request