

Fatom AL-Ghanmi

Toronto, ON | fatom.200529@hotmail.com | 416-602-7621 |

Summary of Skills & Qualifications

- Culturally competent, with the ability to communicate with a diverse range of stakeholders, specializing in working with equity-seeking groups.
- Strong analytical and problem-solving skills applied to both administrative and technical environments.
- Proficient in **front-end and mobile web development**, including **HTML, CSS, JavaScript, React, Angular, Swift, and Android development**.
- Knowledgeable in **PHP and MySQL**, with experience creating database-driven web applications.
- Experience with **UI/UX design**, graphical design principles, and responsive web layouts.
- Ability to maintain accurate records and databases, ensuring data integrity and accessibility.
- Over four years of customer service experience with a strong emphasis on tenant engagement, active listening, and advocacy.
- Proven commitment to high-quality service, fostering positive relationships with diverse populations.
- Proficient in various business software applications to support operational and administrative functions.
- Excellent interpersonal and active listening skills to effectively interact with internal and external stakeholders.
- Ability to work both independently and collaboratively in a team-oriented environment.
- Strong organizational skills, with the ability to prioritize tasks and meet deadlines effectively.

Technical Skills

Web & Mobile Development: HTML, CSS, JavaScript, React, Angular, PHP, MySQL, Swift, Android Development

Design & Tools: UI/UX Design, Graphical Design, WordPress, Linux Web Hosting, Version Control (Git)

Soft Skills: Communication, Team Collaboration, Time Management, Client Engagement

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Professional Experience

S.E.A.S Centre: Community Animator

August 2024 – Present

- Support Toronto Community Housing's Revitalization & Renewal Team by engaging tenants, community members, and stakeholders.
- Conduct outreach and collect community feedback to support decision-making.
- Assist in organizing community events and initiatives.

Additional Experience

Del Property Management Inc. — Property Administrator

MetCap Living Management Inc. — Property Administrator

Toronto Community Housing — Clerk, Grade 5

2011 – 2016

- Developed strong administrative, data management, and client service skills in fast-paced environments while maintaining professionalism and attention to detail.
- Entered invoices into database systems with special coding for tracking and approvals.
- Utilized multiple software programs - HMS, Portfolio Database, Electronic Mail, EasyTrac, etc.
- Responded to telephone inquiries regarding market rent.

Education & Certifications

triOS College — Diploma, Mobile Web Developer

September 2024 – May 2026

Relevant Courses: HTML and CSS • JavaScript • React Development • Angular Development • PHP and MySQL • Java Development • Swift Development • Android Development • Linux Web Hosting and WordPress • Version Control and Collaboration • UI/UX Design • Graphical Design • Web Capstone • Mobile Capstone • Career Management

University of Toronto & Focus Media — Community Leadership & Civic Education

Certificate

September 2023 – November 2023

George Brown College — Women in Fashion Tech Program

September 2018 – October 2019

City Adult Learning Centre — Ontario Secondary School Diploma & Co-op Student

September 2006 – September 2008