Ibrahim Abdelsattar | VA

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SUMMARY

- Motivated and highly organized Virtual Assistant with a strong background in customer service, administrative support, data analysis, and technical assistance. Equipped with exceptional problem-solving skills, proficiency in AI tools, and a professional phone manner. Demonstrates excellent communication, time management, and adaptability to ensure high-quality results under pressure. Always eager to learn new skills and take on challenges in fast-paced environments.

EDUCATION

MTI University – Elmokattam, Cairo   **October 2023 – July 2028**

Computer and Artificial Intelligence

WORK EXPERIENCE

Freelance Virtual Assistant

Remote | 2023 - Present:

- Provided virtual administrative support to multiple clients, managing calendars, emails, and documents. Assisted in customer service-related tasks, handling phone inquiries and troubleshooting issues. Utilized AI tools to streamline workflows and reduce task completion times. Created reports, presentations, and other documents in Microsoft Word, Excel, PowerPoint, and Google Workspace. Conducted research and prepared summaries for client projects.

AI Trainer

Outlier:

- Conducted AI training sessions for diverse learners.
- Developed accessible learning materials on AI concepts.
- Collaborated on improving training modules for user engagement.
- Supported learners with feedback and progress tracking.

AI & Data Science Trainee

Digital Egypt Pioneers Initiative (DEPI):

- Currently enrolled in an intensive AI & Data Science track under the Digital Egypt Pioneers Initiative, which started in October 2024 and is set to conclude in May 2025.
- Engaged in hands-on training and coursework covering advanced AI techniques, data analysis, and machine learning applications.
- Developing practical skills in data science, model training, and AI-driven solutions to solve real-world challenges.
- Collaborating with industry professionals and peers to enhance technical expertise and problem-solving abilities in AI and data science.

LANGUAGES:

- Arabic-Native

- English-Professional

Interests:

- **Artificial Intelligence and Data Science**
- **Problem-solving and logic puzzles**
- **Reading about technology trends**
- **Storytelling and creative writing**
- **Continuous learning and skill development**

SKILLS

Soft Skills:

- Teamwork
- Independent work
- Problem-solving
- Communication
- Ability to work under pressure
- Adaptability
- Multitasking
- Proactive thinking
- Time management
- Customer service
- Flexibility
- Reliability
- Attention to detail
- Organization
- Friendly and professional phone manner

Technical Skills:

- Google Workspace
- Excel
- Word
- PowerPoint
- Google Sheets
- Python
- C++
- Video editing
- AI tools knowledge
- Data entry skills
- Research skills
- Virtual meeting platforms (e.g., Zoom, Google Meet)
- Project management tools (e.g., Trello, Asana)
- Social media management

PROJECTS:

- **Data Entry Project:**
  - Assisted a local business in updating and organizing their client database using Google Sheets, improving data accuracy and accessibility.
- **Appointment Scheduling:**
  - Managed scheduling for a small business owner, coordinating appointments and reminders to streamline daily operations.
- **Social Media Support:**
  - Helped create and schedule social media posts for a startup, contributing to a consistent online presence.
- **Research Assistance:**
  - Conducted online research for a client to gather information on competitors and market trends, presenting findings in a clear report.
- **Basic Email Management:**
  - Organized a client's email inbox by categorizing emails and flagging important messages for follow-up.
- **Document Formatting:**
  - Assisted in formatting and editing presentation documents, ensuring a professional appearance and consistency.
- **Virtual Event Coordination:**
  - Supported the planning of a virtual event, managing invitations and RSVPs through email communication.
- **Survey Distribution:**
  - Created and distributed a customer feedback survey for a local business, analyzed the results, and provided a summary.