



Abdalla Mohyeldin

IT Specialist

Contact

 +63 9670212417

 abdallahkashta0@gmail.com

 <https://abdallamohyeldin.site>

Skills

- Interpersonal Skills
- Problem Solving
- Adaptability
- Analytical Thinking
- Adaptability
- Team Collaboration
- Process Improvement

About me

I am a highly passionate IT professional with a proven work in designing websites, solving problems, technical solutions and exceptional communication skills . I have strong technical skills plus an excellent interpersonal skills, making me fit to interact with a wide range of clients in different industries

Education

**Bachelor of Information Technology -
Specialization in Multimedia Arts and Animation**
National University - Manila 2020 - 2024

- Gained strong knowledge of computer systems, networks, and troubleshooting.
- Learned programming fundamentals and web development basics.
- Developed skills in database management and information security.
- Applied IT concepts in projects involving system support and software solutions.
- Built problem solving, analytical, and teamwork abilities.
- Managed to gain practical experience through the internships



EXPERIENCE

Multimedia artist / Video Editor

Freelance

2020 - 2021

- Created digital assets, marketing materials, and layouts using Adobe Photoshop and Illustrator, ensuring high-quality visuals that matched client branding.
- Edited short and long-form content with Adobe Premiere Pro and After Effects.
- Enhanced and optimized images for campaigns, social media, and promotional use, maintaining professional visual standards.
- Produced creative multimedia content (graphics, videos, and animations) that supported marketing strategies and improved audience reach.

IT Technical Support (L1, L2)

Binance - Remote

2022 - 2023

- Provided end-user support for hardware, software, and network issues.
- Assisted with account management, password resets, system setup, and software installations to maintain smooth operations.
- Resolved escalated technical issues (servers, connectivity, applications) and reduced downtime through advanced troubleshooting.
- Collaborated with senior IT teams to document solutions and improve resolution.

Health Insurance Agent - CS

OAMPI - Makati

2024 - 2025

- Assisted members with policy renewals, coverage options, and payment processing, ensuring smooth and timely transactions.
- Handled allocation of premiums and benefits.
- Verified accuracy in records and compliance with company policies.
- Delivered clear guidance on insurance terms and benefits, improving customer understanding and overall satisfaction.

Bilingual Customer Support Officer

Outchain Solutions - Makati

2025

- Provided bilingual (Arabic & English & Tagalog) support to forex and crypto clients via phone, email, and chat.
- Assisted users with account setup, platform navigation, deposits, and withdrawals.
- Resolved technical and transaction-related issues, ensuring compliance with security and regulatory standards.
- Delivered clear, client-focused communication that built trust and improved satisfaction across diverse markets.

National University

Sa Lungsod ng Maynila, Pilipinas
In the City of Manila, Philippines

Mapitagang Bati! Sa lahat ng makatutunghay sa diplomang ito,
Greetings! To all whom this diploma comes to view,

ipinababatid na si
be it known that



Abdallah Mohammed Ahmed Mohyeldin

ay nakatupad sa lahat ng pangangailangan para sa titulong
has fulfilled all the requirements for the degree of

Bachelor of Science in Information Technology
with specialization in Multimedia Arts and Animation

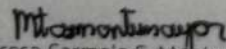
sa tagubilin ng kaguruan at sa pagpapatibay ng kalupunan ng pamantasan ay ipinagkakaloob ang titulo kalakip ang lahat
and upon the recommendation of the faculty and with the approval of the University Council is hereby admitted to that degree with all

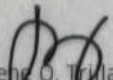
ng mga karapatan, pribilehiyo, at karangalan na nauukol dito.
the rights, privileges, and honors pertaining thereto.

Bilang katunayan, ang diplomang ito ay nilagdaan ng Pangalawang Pangulo para sa Operasyon, at ng Tagapagtala,
In witness whereof, this diploma is signed by the Vice President for Operations, and the Registrar,

at tinatakan ng selyo ng pamantasan, sa Lungsod ng Maynila, Pilipinas ngayong
and is affixed hereto with the university seal, in the City of Manila, Philippines on the

ika-6 ng Nobyembre, taong dalawang libo dalawampu't apat.
6th day of November, two thousand and twenty four.


Maria Teresa Carmela S. Montemayor, MIM
Tagapagtala ng Pamantasan
University Registrar


Arlene O. Trillanes, PhD
Pangalawang Pangulo para sa Operasyon
Vice President for Operations

Granted AUTONOMOUS STATUS by CHED on
September 16, 2024 in accordance with CMO No. 07, s. 2024.





CERTIFICATE OF
PARTICIPATION

This certificate is awarded to

Abdallah Kashta

For being an active participant in

**#GENERATION
HIRED**

CONNECTING EDUCATION TO EMPLOYMENT

this November 23, 2023 in partnership with
National University

Given this **5th of December, 2023**

A stylized, handwritten signature in black ink, appearing to read 'Erica'.

Erica Pascual
Marketing & Growth Supervisor



CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

Abdalla M. Ahmed Mohyeldin

has completed the training program for New Real Estate Salespersons on

REAL ESTATE BROKERAGE: RESA/IRR	3.0	credit units
CODE OF ETHICS	2.0	credit units
TAXATION (TRAIN LAW RA 8424)	2.5	credit units
REAL PROPERTY TAXATION	2.5	credit units
DOCUMENTATION AND TITLING PROCESS	2.0	credit units

Credit hours: **12 units**

Course completed on:

July 16, 2023

Program Accreditation No.:

Date of conduct:

July 14-16, 2023

Control No.:

BL TMDC CX2T U5E5 7RRQ

2023-029-1439

**TRAINING VENUE:
ONLINE PLATFORM**

**REAL ESTATE CENTRE BLDG.
10 NARRA ST. GEV, PASIG CITY**



MARIA TERESITA CANLAS

PRESIDENT



CERTIFICATE OF COMPLETION

To whom it may concern:

This is to certify that **MR. ABDALLAH MOHAMED KASHTA**, a Bachelor of Science in Information Technology student of National University has completed **400 hours of On-the Job Training/Internship** in the **Public Information Office**, City Government of Taguig between February 22, 2024 to May 7, 2024.

This certification is being issued upon the request of **Mr. Kashta** for whatever legal purposes it may serve him.

Issued this 20th day of May, 2024 in Taguig City.


† **JEANETTE C. CLEMENTE**
City Government Department Head II
City Human Resource Management Office (CHRMO)



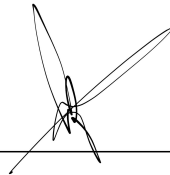
CUSTOMER SERVICE SPECIALIST CERTIFICATE

Presented to

Abdalla Mohyeldin

Given on May 2023 for successfully completing the
Customer Service Test provided by Mangtas.

THANK YOU FOR YOUR STELLAR PERFORMANCE!



Wouter Delbaere
CEO OF MANGTAS



REFERENCE NO: 3161101



**NATIONAL
UNIVERSITY**

awards this

Certificate of Recognition

to

Kashta, Abdallah Mohammed

**Bachelor of Science in Information Technology
with Specialization in Multimedia Arts & Animation**

Dean's Second Honor List, 3.38 GWA

1st Term, AY 2021-2022

Given this 6th day of December 2021 at National University, Manila.


Arlene O. Trillanes

Dean, College of Computing and Information Technologies


Marc Rey D. Galido

Director, Student Development & Activities Office



**NATIONAL
UNIVERSITY**

awards this

Certificate of Recognition

to

KASHTA, ABDALLAH MOHAMMED

**Bachelor of Science in Information Technology
with Specialization in Multimedia Arts and Animation**

**Dean's Second Honor List, 3.30 GWA
1st Term, AY 2020-2021**

Given this 11th day of January 2021 at National University, Manila.


Arlene O. Trillanes

Dean, College of Computing and Information Technologies


Marc Rey D. Galido

Director, Student Affairs Office