ABDULLAH HEMIN

IT SUPPORT

BIRTHDATE: Jan 17, **2002**

LOCATION: Iraq, Kurdistan Region
Erbil – Shawes

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ABOUT ME

Aspiring to excel as a dedicated professional in the IT field, I bring hands-on experience in market systems and technical support, along with a passion for technology and problem-solving. I am committed to advancing my skills in information technology and am eager to leverage my knowledge in dynamic, fast-paced environments. Driven by a goal to make meaningful contributions and achieve professional growth, I seek opportunities to apply my expertise in support of innovative solutions and team success.

EXPERIENCES

CASHIER

Teammart – Erbil Shawes

Jul 20**23** – Present

I have been working as a cashier at Teammart in Erbil Shawes since July 2023, where I handle transactions, operate the POS system, and provide excellent customer service.

GARSON

Avana Resturant - Erbil

May 20**21** – Dec 20**22**

I worked as a waiter at Avana Restaurant from May 2021 to December 2022, where I gained experience in customer service, order taking, and maintaining a clean workspace.

Student Internship

Electronic Sheild Company

Jul 20**23** – Sep 20**23**

I completed a summer internship as an Information Technology student at Electronic Sheil Company from July to September 2023. During my internship, I gained practical experience in IT support, troubleshooting technical issues, and learning about network infrastructure. I also contributed to various IT projects, enhancing my technical skills and problem-solving abilities.

EDUCATION

ERBIL TECHNICAL ENGINEERING COLLEGE

Information System Engineering (**Bachelor Degree**)

Graduated: 20**23 - Present**

KHABAT TECHNICAL INSTITUTE

Information Technology (**Diploma Degree**)

Graduated: 20**21 -** 20**23**

LANGUAGE

Kurdish (NATIVE)
Arabic (GOOD)
English (VERY GOOD)

SKILLS

IT Skills:

- **Point-of-Sale (POS) Systems:** Proficient in operating POS systems for efficient and accurate transactions.
- **Computer Skills:** Skilled in using computers for tasks such as email, internet browsing, and word processing.
- **Data Entry:** Accurate and efficient in inputting data into computer systems.
- **Problem-Solving:** Ability to troubleshoot technical issues and find solutions to problems.
- **Customer Service:** Strong interpersonal skills to assist customers with IT-related queries.
- **HTML, CSS, and JavaScript:** Basic understanding of web development technologies.
- **C# and C++:** Fundamental programming skills in C# and C++.
- **SQL Server:** Knowledge of database management and SQL queries.

Soft Skills:

- **Customer Service:** Excellent communication and interpersonal skills to interact with customers effectively.
- **Time Management:** Ability to manage time efficiently and prioritize tasks.
- **Multitasking:** Capable of handling multiple tasks simultaneously, such as taking orders, serving food, and managing payments.
- **Adaptability:** Quick learner and able to adapt to changing work environments and customer needs.
- **Teamwork:** Collaborative approach to work, effectively working with colleagues to achieve team goals.