

Ahmed Suleiman

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Career Objective

A highly organized and hard-working individual with more than 4 years of experience, looking for a position that will enable me to challenge my skills and talents while making tremendous contributions to company.

Core Skills

Creativity	Organizational skills	MS Excel for Data Analytics
Presentation skills	ReactJS	Enthusiasm for Learning
Strong communication skills	Laravel	Git & GitHub
HTML5 and CSS3	JavaScript	Bootstrap
PHP and MySQL	Problem solving	SQL

Career Summary

June 2023 – Oct 2023 **Dubai Health Authority – Dubai**
Customer service representative

Key responsibilities:

- Handling customers' complaints, provide appropriate solutions within the time limits and follow up to ensure resolution.
- Managing large amounts of incoming phone calls
- Identifying and assessing customers' needs to achieve satisfaction
- Keeping records of customer interactions into CRM system

Feb 2019 – Nov 2019 **Gift City - Abu Dhabi – Alain**
E-Commerce Coordinator

Outline

Developing and managing the e-commerce website, reply to customers' tickets, orders and communicate with shipping and logistics team.

Key responsibilities:

- Respond to customers' inquiries, complaints, orders.
- Promoting for sales and offers
- Taking photos of products
- Writing description of products and Adding them to the online store
- Building and developing the online store

Oct-2015 to Nov-2018 **King Fisal University – Saudi Arabia**
Training specialist

Outline

Identify and assess training needs within a department and train employees for specific jobs

Key responsibilities:

- Meet with managers and supervisors to ascertain needs.
- Develop, organize, conduct and evaluate training programs.
- Create teaching materials.
- Teach skills such as computer applications, teaching devices
- Plan, organize, and implement a range of training activities.
- Conduct orientation sessions to assess level of skills.
- Help employees improve upon or enhance existing skills.
- Evaluate training effectiveness.
- Create monitored simulations and problem-solving scenarios.
- Create interactive, multimedia presentations.
- Hold workshops and lectures.

Ap-2014 - Aug-2015	Saudi Telecom Company – Saudi Arabia Technical support
Ap-2012 - Dec-2012	Family medicine project – Sudan IT Supervisor
Dec-2007 - Dec-2009	University of Gezira- College of Computer -Sudan Instructor of Computer

Education & Qualifications

2011	Master in Computer Science	University of Gezira
2009	Postgraduate diploma in Computer Science	University of Gezira
2006	Bachelor's in Computer Science	Jordanian Sudanese College

Languages

- **Arabic** (Mother Tongue)
- **English** (Excellent)