**Ahmed Mullah**

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Available for in-person interview and can start immediately

**Career Objective**

Obtain a position where I can maximize my management skills, strong organizational skills, program development and training experience, and to make differences in vulnerable communities.

**Professional Skills**

* Languages: Somali – Native; English – Fluent; Amharic – Fluent; Oromo – Fluent
* Computer Skills: Microsoft Suite, Adobe, Web-Programming, Data Entry, Networking, etc.
* Customer service and relations
* Detail oriented and organized
* Attention to detail and ability to think ahead and ask critical questions well in advance
* A keen interest in working with people to make a difference in the world
* The ability to meet deadlines and keep a cool head under pressure
* Flexible work attitude: the ability to work effectively independently and in a team environment
* Develop strategic planning
* Ability to develop planning and budgeting
* Self-motivated

**Education / Certifications**

* *B.A. Degree Journalism and Communications* **Addis Ababa University**, Addis Ababa, Ethiopia, 2007
* *Diploma in Print Journalism* **Ethiopia Mass Media Institute,** Addis Ababa Ethiopia, 2002
* 1 year in Computer and Electronics Technology, **ITT Technical Institute**, Getzville, NY
* Training on Networking, web development, Project management, Game development, Software Development, Full Cloud Adobe packages, etc.
* Vision System Online Training: *Certificate of Project Management Professional* February 2014 - February 2015

**Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CORELOGIC**

*Customer service representative*

June 2016 – present

* Serving client and appraisers in daily routine
* Submit daily order to appraiser and update daily activities the client (Wells Fargo) by email or phone call.   
  • Deliver on projects to meet or exceed client expectations

Working multi tasking at a time, working on dual screen.   
• Respond to all communications effectively and in a timely manner   
• Increase efficiency within client teams by identifying ways to improve daily projects   
• Strong data entry and ability to process high volumes of data efficiently and accurately   
• Well organized and strong attention to detail   
• communicate in written and verbal communication    
• Solid customer service experience   
• Ability to ask the right questions and seek help where appropriate   
• Natural ease and effectiveness when dealing with colleagues at all levels   
• Flexibility and proven ability to diagnose and resolve issues

**USPS**

*RCA (Rural Career Associate)*

November 2015- March 2016 (temp)

* Sorting daily mail
* Delivering mail and parcels
* Driving postal truck – trained to drive on the right

**MN Cultural and Ethnic Communities Leadership Council (CECLC)**

*Board Member*

February 2015- November 2015

* Attended bi-monthly meetings to discuss how to develop family planning programs, health programs, etc. for Hennepin County’s diverse community members

**Lake Region Medical Center, Chaska, MN**

*Medical assembler*

May 2014 –November 2015

* Welding Machine operator at stylet department
* Working on small parts of medical devices, microscope inspect, ball welding J-forming, buffing
* Check parts to ensure they meet blueprint specifications using proper gauges

**St. Jude Medical, Minnetonka, MN**

*Medical Assembler*

August 2013 – May 2014

* Assembled high quality medical devices according to established quality and manufacturing guide lines
* Responsible for cutting, hot stamp, tipping medical products and curving the dilators
* Fixed hot stamp machine, based on French size fixture and stamping die (6F, 8F, 8.5F or 10F)
* Fixed and adjusting tipping machine, with the process of die, mandrel, coil, go and no go Tran septal measure.
* Responsible for adjusting the whole process of curving machine based on daily SFP or PO procedure

**Freelance**

August 2012 – June 2013

* Developed web design
* Developed strategic planning
* Developed small business plan
* Responsible for Voluntarily assist immigrant community

**Tyson Foods, Buffalo, NY**

*General labor*

October 2011 – July 2012

* Responsible for palatalizing, packaging, sealing scaling food products at Buffalo plant
* Lift and palatalize up to 35 lb. for the 10 months
* Performed Packing, labeling, driving forklift, picking products, receiving and shipping
* Quality control in order to use hand held scanner

**Hamburg Casino, Buffalo, NY**

*Cashier*

September 2010 – September 2011

* Responsible for selling and services coffee, donuts and beverages.
* Responsible for cash drawer or micro cash register.
* Performed ability to handle cash.
* Utilized to improve customer satisfaction in my working area.
* Other Accomplishments: Fluent Speaks, Read and Write English, Somali, Amharic and Oromo languages.

\*References available upon request\*