



ABDELFATAH AHMED

FRONT-END DEVELOPER

CAREER GOALS

I am Abdelfatah Ahmed, a 29-year-old humanitarian worker with a strong passion for and interest in technology and interpreting. I am extremely neat, reliable, greatly motivated, able to deal with complicated projects and can create high quality and timely working results

MAIN INTERESTS

- ✓ Coding and learning new languages
- ✓ Sports
- ✓ Literature
- ✓ Underground events (music, movies)
- ✓ Exploring old places

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CAREER HISTORY

Senior IT Officer

St. Andrew's Refugee Services, Cairo, Egypt, since Mar 2020 - Present

- Help staff with daily IT problems (troubleshooting)
- Assist coordinator in admin tasks (reporting)
- Maintain daily Organization servers, and equipments troubleshooting
- Sending requests to telecommunication company for staff phones and internet
- Troubleshooting IT equipments and requesting new equipments
- Maintaining reports system for director and senior staff to easier download.

Program Officer - Refugee Legal Aid Program

St. Andrew's Refugee Services, Cairo, Egypt, since Jan 2019 - Mar 2020

- support coordinators in the development and implementation of internal projects that meet the needs of the organization.
- prepare and arrange team building activities for different teams in coordination with the RLAP Director.
- Support Senior Legal Officers in drafting policy and advocacy reports.
- Support Coordinators with the communication strategy for the program, in particular consultation material, reports and briefings to external stakeholders as required.
- Support the Program Assistant in ensuring the functionality of RLAP office and interviewing spaces.
- Designing and conducting training for non-technical audiences.
- Maintain accurate records with respect to expenses as per StARS financial rules.



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CAREER HISTORY - CONTINUE

Drop In and Emergency Response Coordinator - Psycho-social program

St. Andrew's Refugee Services, Cairo, Egypt,
since Oct 2017 - Jan 2019

- Supervise two teams SIOs and Guards, as well responsible of the Emergency fund and responding to emergencies at StARS premises (Isaaf).
- Supervises three reception support staff who oversee the effective functioning of StARS communal space, such as the on-call area, the waiting area, and the entrance to StARS.
- Increase community connections for referrals and community support to individual clients.
- Revise the strategy of DIER in response to changing situations and participate in annual work planning.
- Organize training on PS and RLAP SGBV response, case management, emergency support, and other areas as appropriate for newly appointed DIER staff.
- Develop screening and intake procedures and tools in support to psychosocial and legal casework with PS and RLAP.
- Identify gaps in services and work with the PS and RLAP Directors to identify potential partners responding to such needs.
- Supporting SIOs in making effective referrals to and inquiries with other programs and finding responses to individual cases.
- Supporting Guards in making sure the safety of staff and clients.
- Making sure complain mechanism is well informed and followed by reception staff.

Screening and Intake officer

St. Andrew's Refugee Services, Cairo, Egypt,
since Sep 2016 - Jan 2017

- Direct clients arriving for previously-scheduled appointments and on a walk-in basis and to ensure the smooth operation of the office by scheduling appointments and communicating with clients regarding case inquiries and requests for assistance.
- Cooperate with Psychosocial Program (PS) and Refugee Legal Aid Program (RLAP) to reduce waiting times and prioritize clients with special needs for screening and intake
- Provide basic information about StARS and other service providers' services to Ethiopian, Eritrean, Iraqi, Somali, South Sudanese, Sudanese, Syrian, Yemeni, and other refugees and asylum-seekers;
- Maintain accurate records on client caseload, referrals, and follow-up activities.
- Participate in regular meetings with PS and RLAP staff as assigned.
- Maintain a professional and welcoming office atmosphere that protects client confidentiality.

ACADEMIC HISTORY

American University in Cairo (School of continue)

December 2017- March 2018

Cisco Certified Network Associate - Passed the exams over 93%

University of Cairo

2013 - 2015

Bachelor of Computer and information technology -
Computer Science Major

ACHIEVEMENTS

- ★ Speaking Fluently - English // French // Arabic // Somali
- ★ C++, HTML, CSS, Javascript (Vanilla)
- ★ Learning React and Svelte
- ★ Advanced MS office processing