

FADUMA ABDI-HASHI

ASPIRING FULL STACK DEVELOPER

DETAILS

ADDRESS

70 Botanica Blvd Bundoora
3083

PHONE

0434 951 940

EMAIL

abdihashif@gmail.com

DATE OF BIRTH

06/02/1998

SKILLS

Teamwork

Issue Resolution

Customer Service

Information Technology

Excellent Customer Service

Great Communication
Skills

Complex Problem Solving

Help Desk Support

ITIL

Troubleshooting

LANGUAGES

Somali



English



PROFILE

A passionate aspiring web developer with a solid foundation in HTML and CSS, currently learning JavaScript. Eager to expand skills and knowledge in web development, with a strong drive to build responsive, user-friendly websites. Ready to take on new challenges and continue learning and growing in the field.

EMPLOYMENT HISTORY

Level 1 Technical Support, Ingenico

Feb 2023 — Present

- Provide Help Desk Support to multiple clients (McDonalds AU/NZ, Skyzer NZ, NAB and Suncorp) via phone/email and live chat
- Provide technical support and administrative assistance to field technicians.
- Remote setup of eftpos terminals
- Troubleshoot and resolve point of sale and eftpos issues
- Documented and tracked all received requests in incident management system.
- Notified customer of issue status and follows-up with customers to ensure problems have been resolved satisfactorily.
- Resolving client problems, queries, and complaints in an effective and timely manner.
- Maintained 98% satisfaction ration on monthly call reviews.

Merchandise Team Member, JB HI FI

Nov 2020 — Present

- Settled any customer disputes in a professional and pleasant manner.
- Recorded and processed all orders in an organized and accurate manner.
- Worked to ensure a positive and hassle-free customer experience.
- Maintained up-to-date knowledge of all retail promotions.
- Handled all merchandise with care and packed customer bags neatly.
- Worked to ensure a neat and attractive sales environment, and assisted in the setup of visual displays.

Retail and Optical Assistant , Oscar Wylee

Jun 2018 — Feb 2022

- Provide genuine eye care for customers by identifying needs, offering exceptional services and ensuring customer satisfaction.
- Responsible for opening and closing procedures
- Dispense complex lenses and frames according to individual needs.
- Provide professional recommendations
- Perform minor repairs as required
- Maintain up to date knowledge of all retail promotions.

Sales Representative , Amal Express

Jan 2019 — Dec 2019

- Process electronic transfer of funds for customers
- Documenting and resolving customer issues
- Maintain accurate records including statements, transactions, and all receipts.
- Perform transactions to multiple countries.
- Responsible for opening and closing procedures

EDUCATION

Bachelor of Primary Education & Disability Studies, Royal Melbourne Institute of Technology

Melbourne

Jan 2017 — Oct 2020

Certificate III in Pathology Collection, Kangan Institute

Melbourne

Jan 2018 — Dec 2019

VCE Certificate, Australian International Academy

Melbourne

Jan 2014 — Dec 2015

VOLUNTEER WORK

Student Staff Consultative Committee

Melbourne

Jan 2016 — Nov 2017

- Enabling students to give feedback on the program and how they are taught
- Monitor student workload and general satisfaction/ dissatisfaction of students with the program
- Consulting with students to find out their concerns
- Preparing for and participating in meetings
- Speaking effectively on issues
- Participating in joint discussions to develop solutions to student issues
- Providing feedback to other students on the results of the committee's discussions.

RMIT Realfoods Cafe

Melbourne

Jan 2016 — Dec 2017

- Assisting with food preparation as required.
- Assisting in the cleaning and clearing of tables.
- Serving food to customers
- Dealing with customer queries & requests
- Operating cash register and EFTPOS
- Re-stocking refrigerators, shelves, and displays
- Counting and tracking inventory

REFERENCES

References available upon request