

AbdelRahman Hawwari (Abdul)
M: 021 2341752
Email: hawwari20@gmail.com

IT Skills:

- Studying Bachelor in Information Technology at Otago Polytechnic.
- Experienced in SQL, HTML and CSS.
- Familiar with creating dynamic Pages using ASP.NET and restful API.
- Created Android apps that use java.Net.
- Collaborated in building an android Medical Passport APP with a relational database using ASP.NET (Team Endorsed by the DHB).
- Experience in Operating system maintenance and upkeep
- Experience with Linux and system administration ticketing systems such as RT ([Request Tracker](#))
- Fluent communicator in English and Arabic.

Employment History:

While Completing Tertiary Qualifications, I have worked consistently in front line customer service roles. Transferable skills gained from these experiences include:

Seafood / Deli assistant at New World February 2016-current

- Complying with workplace sanitation practices and daily documentation of inwards goods.
- Managing between customer services and departmental tasks.
- Excellent cooperation with staff members to achieve maximum productivity.
- Identifying and troubleshooting orders.
- Resolving customer complaints.

Mail distributor at PMP DISTRIBUTION. December 2014-April 2015

- Took special instructions for mail distributions.
- Distributed to the entirety of North East Valley Botanic gardens region.
- Adhered to specific time windows for distributing mail to almost 100 houses.
- Prepared and methodically organized mail prior to each distribution trip.

Shop Assistant at Brockville Pharmacy BROCKVILLE, DUNEDIN. January 2012-April 2014

- Over the counter product knowledge.
- Listening to specific customer requests.
- IT support-software and hardware maintenance of pharmacy computers.
- Network and routing configuration of pharmacy.
- Taking phone calls and messages.

Temporary Shop Assistant at Balranald Pharmacy, Balranald, NSW, Australia November 2009 - April 2010

- Taking phone calls and messages.
- Writing Emails to customers regarding promotions.
- Customer service and cash handling.

Front Counter Service at McDonalds, Cnr Andersons Bay & MacAndrew Roads, Dunedin. July 2008-December 2009

- Dealing with customer requests, and up selling.
- Taking orders.
- Money Handling.

Volunteering Experience

- Fundraising for Christchurch Earthquake victims
- Fundraising for local charities at the Cadburys Carnival Dunedin.

Otago Polytechnic Bachelor in Information Technology (3rd Year). June 2018 expected.

Sir George Seymour National College of Airline Travel, and Tourism, Dunedin. January 2011-December 2011

Qualifications

- Sir George Seymour College Advanced Certificate in Travel, Tourism & Business (2011).
- IATA Certificate-Construct & Ticket Airfares Using International Air Transport Association (IATA) Principles-Unit Standard 18218 (2011).
- National Certificate in tourism (Core Skills) Level 3 (2011).
- National Certificate in Travel Level 3 (2011).
- National Certificate in Computing Level 3 (2011).
- Amadeus Certificate (Computerized Reservation System) (2011).

Referee Name	Company	Contact	Relationship
Denise McKenzie	New World Department Manager	03-477 4677 Extension # 257	Manager
Hasan Alghanim	Brockville Pharmacy Shop Manager contact@brockvillepharmacy.co.nz	0220783713	Employer
Patricia Haden	Otago Polytechnic Lecturer	patricia.haden@op.ac.nz	Project Supervisor