

AbdelRahman Hawwari (Abdul)

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Summary Profile:

- Studying Bachelor in Information Technology at Otago Polytechnic -Graduating June 2018.
- Experience in SQL, HTML and CSS.
- Familiar with creating dynamic Pages using ASP.NET and restful API.
- Created Android apps that use java.Net.
- Experience in Operating system maintenance and upkeep
- Experience with Linux and system administration ticketing systems such as RT(request tracker)
- Highly experienced in customer service and performing admin tasks.
- Have worked in a team as well as worked independently.
- Practical and accurate, with an eye for detail.
- Ability to relate and interact with diverse cultures (Bilingual).
- I have excellent time management and organization skills.
- Very enthusiastic, self-motivated, hardworking and reliable.
- Fluent communicator in English and Arabic.
- Highly motivated to increase knowledge in technological advancements.

Education

Otago Polytechnic Bachelor in Information Technology (3rd Year). February 2014-December 2017

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).

Employment History

Seafood / Deli assistant at New World February 2016-current

- Dealing with customer complaints and resolution.
- Daily Documentation of inwards goods and workplace sanitation.
- Managing between customer services and departmental tasks.
- Excellent coordination with staff members to achieve maximum productivity.

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 strategically organized mail prior to each distribution trip.

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

- Over the counter product knowledge.
- Sales and promotions.
- IT support-software and hardware maintenance.
- Network and routing configurations.
- 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.

Work experience

Waiter at Dunedin Casino. 21 March 2011- 21 March 2011

- General Customer service.
- Food Service to guests.
- Serving drinks and stocking up when drinks are low.

Customer Service at Cadburys Carnival Dunedin. 23 July 2011-29 July 2011

- Respond to general enquiries.
- Team work tasks-help set up the Carnival.
- Directing and informing Customers.

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