

**AbdelRahman Hawwari (Abdul)**

**M: 021 2341752**

**Email: hawwari20@gmail.com**

---

### **Summary Profile:**

- Studying Bachelor in IT.
- Experience in providing IT assistance within a workplace
- Tech Savvy and is familiar with Windows and Macintosh operating systems.
- Experience in Operating system maintenance and upkeep
- 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.
- Can manage working under pressure.
- Highly motivated to increase knowledge in technological advancements.
- Highly experienced in customer service and performing admin tasks.

### **Education**

**Otago Polytechnic Bachelor in Information Technology (3<sup>rd</sup> 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.

## **Referees**

Patricia Haden  
Principal Lecturer  
School of Information Technology  
Otago Polytechnic  
New Zealand