**AbdelRahman Hawwari (Abdul)**

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# 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 (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.