**AbdelRahman Hawwari (Abdul)**

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**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](https://bestpractical.com/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).

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| 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](mailto:contact@brockvillepharmacy.co.nz) | 0220783713 | Employer |
| Patricia Haden | Otago Polytechnic  Lecturer | patricia.haden@op.ac.nz | Project Supervisor |