



# Sayed Kumail Juma Salman

*Street Name:*

*4119 Road*

*411 Block*

*527 House*

*Phone Number: 3233242/33444609*

*Email Address:*

[sayedalawi91@gmail.com/s24\\_f\\_2012@hotmail.com](mailto:sayedlawi91@gmail.com/s24_f_2012@hotmail.com)

Highly motivated with excellent communication skill, I have always pursued my objectives with strong determination and enthusiasm. I have always been very supportive towards my colleagues. However, displayed undivided to my management.

## PERSONAL INFORMATION

**Born May 11, 1991 in Bahrain**

**Citizenship: Bahraini**

**Marital status: Married**

**CPR: 910501378**

---

## EMPLOYMENT HISTORY

---

### **Al Manal Eye Hospital**

*Date*

- 2018 to present

### **Ahlia University, ICTC**

*Date*

- 2016 to 2017

### **Ahlia university, Library**

*Date*

- 2014 to 2016

### **Invita, Agent**

*Date*

- 2013 to 2013

## **EXPERIENCE HISTORY**

---

### **IT COORDINATOR (ADMINISTRATION), Ahlia University**

- Duties
- computers service and repair (Hardware and Software)
- Follow up with INVENT Company regarding the hospital system.
- Follow up with INVENT Company regarding the Web Site.
- Setup The telephones and the Security cameras.
- Responsible for the social media advertisements.
- Responsible for the Managing the Hospital Store and Maintenance.

### **Help Desk, Ahlia University**

- Duties
- On-site computers service and repair
- Data transfer and retrieval
- Operating system repair
- New computer and related equipment installation
- Pc security to the standard of university
- upgrade system where requires and provide training to the users
- Full service problem solving
- IT class and workshops set-up and IT support requirements

### **Administrative Clerk, Ahlia University**

- Duties
- Maintain library index and provide guidance to students.
- Follow up and provide necessary assistance and support to students and researchers
- Transaction log report for the new students
- Conduct library statistic and reports

### **Call Center, Invita**

- Duties
- Working with EWA ( Electricity and water Emergency ) department
- Receive and save complaints calls
- Connect complaints through proper department
- provide immediate response and proper solutions to some problems
- follow up complaints with concern departments
- Discuss with customers their complaints and direct them to the right department. this service requires to apply right behavior and attitude

### **Contract, Bapco**

- Duties
- Assist on contract preparations
- Obtain contract signatures
- Compile contract files
- Assist Re-measurement group on re-measured contracts and help on payments to contractors
- Attend meetings between contracts department and contractors on various subjects such as rates agreements contract conditions and solving disputes.

---

## EDUCATION

---

### **Jidhafs Technical School, Kingdom of Bahrain**

93%

*Date*

Electronics Major/graduated on 2009

### **Ahlia University, Manama**

2.01

*Date*

BSC in managment information system (MIS)/ graduated on 2016

---

## CERTIFICATION

---

### **Customer Service**

2013

- Certification of excellence in the field of customer service conducted by certified business professional CBP

### **Business Ethics**

2008/2009

- Business Ethic program through Injaz-Bapco Tamkeen

•

---

## SKILLS

---

- Graphics Design
- General Computer problem solving
- Team work
- Deal With different customers
- Manage small team
- Able to manage different reasonable situations
- Work under pressure

بسم الله الرحمن الرحيم

# وثيقة تخرج



رقم التعليم العالي: 21110815

استناداً إلى قانون الجامعة الأهلية وبعد الاطلاع على نتائج الامتحانات في الجامعة  
والتحقق من استيفاء جميع متطلبات التخرج وبناءً على توصية مجلس كلية العلوم الإدارية والمالية

واعتماد مجلس الجامعة تقرر منح

المسيد كميل جمعه سلمان جمعه علوي

درجة البكالوريوس في نظم المعلومات الإدارية

بتقدير جيد

مع جميع حقوق هذه الدرجة وامتيازاتها

29 يونيو 2016

تفويض الوثيقة بتأريخ

رئيس الجامعة

عميد شؤون الطلبة

رئيس الجامعة

Printed by ADREG CAX2007

SKILLS

**Language** – Excellent English and Arabic

**Computer Skills** – Hardware, Software, Designing (videos and Pictures), Photoshop and Adobe Premiere

# CERTIFICATE OF EXCELLENCE 2013

**SAYED KUMAIL JUMA ALAWI**

*has successfully completed the requirement to be recognized as  
a Certified Business Professional in the field of  
**Customer Service***



*Tanisha M. White*

Tanisha White  
Vice President

ABAHVAI50713391179

# Certificate of achievement

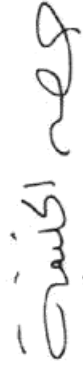
awarded to

*Komail S. Juma S. Salman Alawi*

From

*Jidhafs Technical Secondary School*

in recognition of the successful completion of  
*Business Ethics Program*



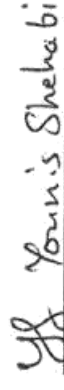
Sheikha Hessa Al Khalifa  
Executive Director  
inJAZ Bahrain



2008/2009

Date

*Inspiring Youth for a Better Life*

  
Business Partner  
BAPCO



تمكين  
Tamkeen  
للمعمل القيد الزاهر  
Training for a Successful Future

<b><u>SERVICE CERTIFICATE:</u></b>	<b><u>شهادة خدمة:</u></b>
Date : 01 October 2013	التاريخ: 01 اكتوبر 2013
Name: Sayed Kumail Juma Salman Alawi	الاسم: سيد كميل جمعة سلمان علوي
Nationality: Bahraini	الجنسية: بحريني
Position: Advisor	المهنة: مستشار خدمة
Period of Service :	مدة الخدمة:
From : 01 May 2013	من: 01 مايو 2013
To : 25 September 2013	إلى: 25 سبتمبر 2013
Final Salary : BHD 300/---	الراتب النهائي: 300/--- د.ب
 Rahul Bhalla General Manager	 راهول بهالا المدير العام



Kingdom of Bahrain  
Ministry of Education  
Directorate of Tech. & Voc. Education



*Work Placement Programme*

# *Certificate*

*This is to certify that*

**KOMAIL S. JUMA S. SALMAN ALAWI**

**CPR No. 910501378**

*Has completed a Work Placement Programme at The Bahrain Petroleum Co. (Bapco) in the specialization of ELECTRONICS TECHNOLOGY during the period from 14<sup>th</sup> September 2008 to 16<sup>th</sup> October 2008.*

*On behalf of the Company*



*Director of Technical & Vocational Education*

