

SUHA OUDEH

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OBJECTIVE

Seeking an employment opportunity where I can apply my financial and IT skills and expertise, as well as my customer service and communication skills

PROFILE

- Exceptional customer service skills with the ability to act appropriately in situations requiring compassion, tact, diplomacy and confidentiality
- Excellent interpersonal skills using listening skills and clear communication
- Excellent organizational skills, emotional intelligence and IT literate
- Strong oral communication skills- verbal and written, very organized, punctuality, and quick-learner
- Demonstrated ability to record details in a timely manner
- Effective oral and written communication skills in English and Arabic
- Drive and self-motivation

COMPUTER SKILLS

- Windows 7
- Website Design
- Microsoft Office
- Word press
- HTML
- C/C++
- Anti-Virus Solutions/Software
- Database Design
- Programming Languages
- PHP
- Visual Basic
- Java
- ASP

PLACEMENT EXPERIENCE

IT Technician

2014

Newcomer Centre of Peel, Mississauga ON

- Taught Senior clients basic computer courses such as Internet navigation, typing, email communication and Microsoft Word
- Simplified complicated technology issues and provided viable solutions to prevent future breakdown
- Conducted maintenance, upgrading and installation of software and programs
- Ordered computer products through third party vendors for re-shipment, order deliveries and negotiation of products

IT Assistant

2009-2010

Al-Najah University

- Completed all student registration forms to provide them with log in ID and access to computer systems
- Maintained the privacy of students by ensuring documents were filed appropriately
- Assisted Professors in administering courses, helped with examination and ensured students strictly adhered to anti- plagiarism policies

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor Degree in IT	An-Najah National University	2010
Workplace Communication	NCP, Mississauga ON	2014
Office Administration	Centennial College	2023
High School Equivalent	Adult Education Center	2016

References Available Upon Request