PERSONAL INFORMATION

Gehad R. Alsawi

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LinkedIn: http://linkedin.com/in/jihad-reda-90121a146

Sex Female | Date of birth 01/03/1995 | Nationality Egyptian

Graduated in Al Ain University of Science and Technology, Bachelors of science in Network & communication.

Organized, timely, excellent problem solving, multitasking and interpersonal communication, excellent ability to balance workload under short deadlines, good listener, excellent under pressure, fast learner, creative, friendly, open to criticism, team oriented, committed, ability to maintain security with confidential information.

PROFILE

Excellent Communication, organization and project skills. Innovative, highly motivated, Team player and all about precision.

Personal statement

I have an artistic way of thinking, so I incorporate it with the task at hand, always thinking of new ways to achieve my goals, the bigger the challenge, the more creative the solution. I take work seriously, I believe in evolving with the job and having fun doing it, otherwise what is the point.

JOB APPLIED FOR

WORK EXPERIENCE

From 2018 To 2019 — Customer Service Officer

Vibes Events

- Tend to customers complains and questions.
- Stand as an executive for the event in-place and organizer
- Create opportunities for the customers to add suggestions as to make our services better
- Organize and lead my teammates in their questions or concerns

Events Sector

From April 2018 To July 2018 — Customer Service Office

Wow Events and Exhibitions

- Tend to customers complains and questions.
- Motivate our customers into signing our surveys and questionnaires
- Organize the Venue and customers in the event.
- Organize and lead my teammates in their questions or concerns

Events Sector

From Jan 2018 To April 2018

IT System/ Network Engineer

Al Ain University of Science and Technology

- Monitor and troubleshoot any issues with university's network or connection
- Create and maintain VPNs administered between different departments
- Troubleshoot any issues arise from university's software/sites/ integrated systems
- Organize and lead my teammates in their questions or concerns
- Aid and create weekly and monthly reports for management.
- Perform patches or fixes to the system mainframe.

Education Sector

From 2016 To 2018

Customer Service Office (part time)

Copperfield Digital & Corporate Consulting

- Communicate with Customers and clients in order to resolve any questions or clarifications
- Log and file reports on an ad-hoc basis (daily, weekly and monthly)
- Train and guide newcomers

Consultancy Sector

EDUCATION AND TRAINING

From 2013 – To 2018

Bachelors of science in Network & communication Engineering
Al Ain University of Science and Technology

- Networking
- Communications
- IT Systems
- Development

2015

IELTS

British Counsel

Mark : 5

2015

HEART SAVOR FIRST AID, CPR, AND AED CERTIFICATE

Abu Dhabi

- Principal of first aid.
- Performing CPR and AED

2016

SURF THE NET SAFELY TRAINING

Abu Dhabi

- Security basics.
- Browsers and VPNs.
- Search engine principals

2017

APP DEVELOPER Training Camp

Abu Dhabi

- Object-oriented programming.
- Android and IOS platforms
- App life cycle.
- Java basics.
- Android and Swift languages.
- Development of scalable app
- App publication (google play , App Store)

PERSONAL SKILLS

1- Team Working
2- Sharp Analytical Thinking and implementation
3- Well-enhanced Communication, presentation and writing skills
4- Well-developed procedural skills

Mother tongue(s)	Arabic Language				
Other language(s)	UNDERSTANDING			SPEAKING	
	Listening	Reading	Spoken interaction	Spoken production	
English	PROFICIENT	PROFICIENT	PROFICIENT	PROFICIENT	PROFICIENT
	IELTS (Academic) with mark of 5				

Communication skills	▪ Good communication skills gained through my experience as Customer Service Officer ▪ Good presentation skills gained through the various events I participated in.
Organisational / managerial skills	▪ leadership (currently responsible for a team of 10 people) ▪ Strategic planning. ▪ Entrepreneurship Skills gained through establishing my own Business.
Job-related skills	▪ Research Skills ▪ Customer service skills ▪ Management Skills
Computer skills	▪ good command of Microsoft Office™ tools ▪ Software Management and Engineering ▪ Well-developed Object-oriented programming Skills: Java, JavaScript, C#. ▪ Microsoft SQL Server ▪ Networks and communications ▪ Distributed Systems
Other skills	▪ Photography ▪ Video Creation & Editing ▪ Adobe Photoshop & AfterEffects
Driving licence	▪ UAE Driving License (Light Vehicle)

ADDITIONAL INFORMATION

EVENTS	▪ Modeling several times in events in AAU ▪ walking creature & landing object in the and IEEE UAE Student dayA ▪ Scanner and soft ticketing in AFC event ▪ Guidance and information point in Special Olympics Event

ANNEXES

HOBBIES	▪ Reading ▪ Trips ▪ Sports ▪ Internet ▪ Traveling