



# Curriculum Vitae

NAME : Ahmed Ibrahim abdelrahman Ibrahim  
Mobile: 055-7117354  
E-mail: [ahmeduae2010@live.com](mailto:ahmeduae2010@live.com)  
Sex: male  
Nationality: Sudan  
D.O.B: 31-10-1989 Abu Dhabi  
Visa Status Resident  
Marital status: Single  
Graduation: Bachelor of tourism studies and business  
Minor: fine art

## Objectives

My Objective is to look for a job with the opportunity to work and obtain a position where I could serve people with my experience, knowledge and skills. To be able to work with qualified and professional staff to achieve better goals.

## Languages

- Mother language: Arabic (speaks, read, and write).
- Second language: English (speaks, read, and write).

## Education

- **Mohamed bin Khalid Secondary school**



# UAEU

High school diploma, class 2008-2009.

- **United Arab Emirates University**  
(2010-2016)
- Bachelor of tourism studies
- Minor: FINE ART

## Work Experience

**SEHA: (NOV-2020 –until know)**

### **Job description**

Patient access representative

Registering patient

Handling billing

Medical translation

Answer patients enquiries

Book appointments

- **United Arab Emirates University in Al Ain (OCT-2012 –OCT- 2016):**

- **Job description**

- Help desk Answering Students Inquires about the University .

- Helping Students to adjust to University's life .

- Helping students with their Course schedules.

- **Union bank in Abu Dhabi (AUG-2009) - (SEP-2009)**

- **Job description**

- Worked as a surveyor -Marketing and research department ( 01/01/2011 – 01/11/2011 )

- Calling on existing customers and prospects seeking their feedback about the bank services and quality.

- Prepare a daily report to the department head with conducted surveys.

- **Worked as a data entry : prepare numbers for the customer and call them to give promotion**

- Entering data.

- Data management / Auditing.

- **Royal Show Exhibitions & Conferences (FEB-2010) -(JULY-2012)**

- **Job description**

- Sales marketing - customer service : do meeting with customer and give them information about Exhibitions

- Holding responsibility to communicate the customer's purpose.

- Coordinate shifts schedules to meet required service level and ensure support during peak period / unexpected calls volume.

- Handling all customers enquires.

- **Hotel of Danat alain resort (AUG-2016) -(SEP-2016)**

- **Job description**

- Revenue: call the customer and give them package about the hotel
- Front office operations and call center : give customer information about the different type of rooms
- **Statistics center – Abu Dhabi (JUN-2009) -(DEC-2010)**
- **Job description**
- Researcher : make daily report and account number of people

### **Computer Skills**

- English and Arabic keyboarding
- Microsoft Office
- Typing

### **Communication skills**

- Analytical, Presentation, and communication skills.
- Ability to manage work load and meet aggressive deadlines and deliverables.
- Teamwork, I have successfully undertaken various team projects within both academic and non-academic environments.
- Ability to preparing good reports.
- Driver license

### **Interests**

- Computer working.
- Volunteering and Helping others.
- Photography.
- Good communicator
- Good organizer
- Ability to solve problems

