

Ahmed Abdelkader



ABOUT ME

Strong team player with remarkable interpersonal skills. Quick learner and highly motivated. Excellent communication skills. Demonstrates a lot of initiative with creative and resourceful thinking. Ability to make quick and effective decisions and work under pressure. Task-oriented.

EDUCATION

BACHELOR'S DEGREE

Civil Engineering Diploma 2014

WORK EXPERIENCE

Facilities Management August 2020 to April 2024

Operator/Document Controller / Admin / Coordinator

Approved by Hajji Metal corporation.

- Coordinating schedules and managing calendars for multiple parties to ensure that activities are properly arranged with no conflicts.
- Entering and updating company, employee, and client records.
- Providing basic bookkeeping services.
- Supporting company leadership and supervising administrative department activities for staff members.
- Payroll – Encashment -Reimbursement
- Cooperative working with others to achieve targets and objectives.
- Responsibility and capacity to keep commitments
- Check for accuracy and edit files and contracts.
- Review and update technical documents.
- Distribute project-related tasks to internal teams.
- File documents in physical and digital records.
- Create templates for future use.
- Retrieve files as requested by employees and clients.
- Manage the flow of documentation within the organization.
- Maintain confidentiality around sensitive information and terms of agreement.
- Preparing weekly and monthly reports for the Facility Maintenance submitted to the client.

CONTACTS

📍 Doha, Qatar

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✉ aabelkader038@gmail.com

PERSONAL SKILLS

Client services	██████████
PM/CM	██████████
KPI	██████████
Documentation	██████████
Data entry	██████████

LANGUAGES

- Arabic
- English
- French

COMPUTER SKILLS

- Office
- AutoCAD

WORK EXPERIENCE – CONTINUED

Facilities Management January 2018– July 2020

Operator/Document Controller / Admin / Coordinator

Approved by Hajji Commercial & Services corporation.

- Managing a whole lot of incoming and outgoing calls and emails.
- Taking clients' orders and resolving technical issues on their first call
- Process orders, forms and applications identify and escalate priority issues.
- Identify the needs of various customers, clarify information, embark on necessary research, and provide lasting solutions to customer's problems.
- Route calls to the appropriate resource, follow up customer calls.
- Document all call information according to standard operating procedure.
- Complete call logs and produce call reports.
- Receiving incoming and outgoing calls from other contractors.
- Refer unresolved customer complaints to designated departments for further investigation.
- Assist storekeeper in handling store materials.
- Preparing gate pass to entry Hajji port for all staff.
- Responsible for making purchasing requests of materials to clients.
- Good knowledge of imports/exports procedures and documents
- Executing facilities work orders, procurement, HSE support and contract management

Stream Global Services – Tunisia - October 2014 – December 2017

Call Center Agent

- Support Technician Level 3, Operation BELL FIBE TV Canada (Call center) STREAM GLOBAL SERVICES
- Remote support Help field technician
- Technical intervention
- Support Technician Level 2, Operation DSL BELL Canada (Call center) STREAM GLOBAL SERVICES
- Billing
- Technical assistance

- Support Technician Level 1, Operation Orange France (Call center) STREAM GLOBAL SERVICES
- Technical assistance

OTHER EXPERIENCES

Training: SOFT SKILLS March- April 2024

- Leadership
- Team Collaboration
- Communication
- Time Management

Training: QHSE Manager January-February 2018

Training: ISO 9001 Version 2015 06-07- February 2018

Training: OHSAS 18001 Version 2007 04- February 2018

Training: ISO 14001 Version 2015 27-28 January 2018

Training: Internal Auditor ISO 19011 29 January 2018