

# Ahmed Abdi Jama

To work in an organization which provides me with ample opportunities to enhance my skills and knowledge along with contributing to the growth of the organization.



## Contact Details

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Doha, Qatar.

## Expertise

- ✓ time management
- ✓ Highly organized and efficient
- ✓ Strong organization skills with a problem-solving attitude.
- ✓ Ability to manage own workload and set up priorities
- ✓ multi-tasking, and confidentiality
- ✓ Attentive to detail

## Languages

- ✓ English
- ✓ Arabic
- ✓ Somali – Mother language

## Education Background

- ✓ **2008 – 2010**  
Diploma of Electrical vocational training at Havoyoco
- ✓ **2005 – 2006**  
Ilays Secondary School, Hargeisa – Somaliland
- ✓ **Aug 2018**  
Certificate of MEAL at IRADA, Hargeisa-Somaliland
- ✓ **Sep 2014**  
Diploma of project management at Yazza College, Hargeisa
- ✓ **Oct 2015**  
Diploma of program management at Butana College, Hargeisa
- ✓ **Mar 2011**  
Windows Office Certificate at Sancaani Institute, Hargeisa-Somaliland
- ✓ **Nov 2009**  
Mathematics diploma certificate at Salama Institute, Hargeisa
- ✓ **Mar 2008**  
Diploma of English language at Aflah institute, Hargeisa-Somaliland

## Experience

2021 – 2022

**Company Name** : Pride Construction company, Doha – Qatar

**Position** : Messenger

### Duties & Responsibilities

- ✚ Clarifying your scheduled and anticipated deliveries before each shift begins.
- ✚ Fetching, checking, and signing for parcels at their respective collection points.
- ✚ Taking special care to load the parcels into your bag or vehicle in a safe manner.
- ✚ Devising and choosing the most effective routes.
- ✚ Transporting items to drop-off points.
- ✚ Answering recipients' questions about the delivery process.
- ✚ Ensuring that both yourself and the recipient sign all relevant documentation upon delivery.
- ✚ Checking to see that you have completed all work allocated for the day.
- ✚ Advising your line manager of deliveries that could not be fulfilled.
- ✚ Remaining friendly and helpful as you conduct your duties.

2019 – 2021

**Company Name** : Rafeeq

**Position** : Call center

### Duties & Responsibilities

- ✚ Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- ✚ De-escalate situations involving dissatisfied customers, offering patient assistance and support
- ✚ Call clients and customers to inform them about the company's new products, services and policies
- ✚ Guide callers through troubleshooting, navigating the company site or using the products or services
- ✚ Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- ✚ Collaborate with other call center professionals to improve customer service
- ✚ Help to train new employees and inform them about the company's customer management policies

2018 – 2019

**Company Name** : Executive Limousine driver

**Position** : Driver

### Duties & Responsibilities

- ✚ Safely and responsibly operate a limousine, ensuring the comfort and satisfaction of clients throughout the journey.
- ✚ Provide exceptional customer service by greeting clients, assisting with luggage, and addressing any questions or concerns.
- ✚ Maintain a clean and well-presented vehicle at all times, both inside and out.
- ✚ Plan and follow the most efficient and effective route to reach destinations, taking into consideration traffic and weather conditions.
- ✚ Adhere to all traffic laws and regulations to ensure the safety of passengers and other road users.
- ✚ Monitor and maintain the limousine's fuel, oil, and other fluid levels, as well as perform routine inspections to ensure it is in good working condition.
- ✚ Report any mechanical issues or damages to the appropriate authorities and follow up with necessary repairs.
- ✚ Ensure proper scheduling and time management to promptly pick up and drop off clients.
- ✚ Assist clients with entering and exiting the vehicle, including opening doors and providing appropriate assistance.
- ✚ Maintain knowledge of local attractions, routes, and traffic patterns to offer suggestions or alternative options to clients as needed