

MENAL OMER ABDULKADER

DOHA, QATAR
+974-50348542
menalomer33@gmail.com

OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization or company.

I am quite sure that I will put all my effort into this position.

EXPERIENCE

2015 to 2016

Ticket Agent (Eritrea, Asmara)

Managed airline ticket sales and reservations.
Provided guidance on travel documents and visa requirements.
Completed daily sales reports and handled cash transactions.
Supported marketing and monitored inventory levels.
Processed customer cancellations and refunds.

2016 to 2017

Accountant and Cashier (Eritrea, Asmara)

Maintained asset schedules and calculated depreciation.
Conducted cost analysis and collaborated on financial strategy.
Participated in audits and budget planning.
Worked closely with management on financial goals.

2018 to 2019

Assistant Teacher (Assistant Teacher)

Participated in professional development in education.
Set expectations for student behavior and academic performance.
Worked closely with parents and special needs students.
Delivered group and individual instruction.
Maintained up-to-date student records.

2022 to 2023

Call Center Agent (Egypt, Cairo)

Delivered organizational information on products and services.
Handled customer concerns and resolved issues efficiently.
Escalated complex calls and followed up on unresolved cases.
Processed exchanges, refunds, and billing adjustments.
I contributed to performance improvements and participated in team development.

2023 to 2024

Saint Andrews refugee services (Egypt, Cairo)

Supported ESL class creation for refugees seeking language skills development.
Provided orientation on local community resources and services.
Participated in staff training and conferences on refugee resettlement.
Coordinated transportation for refugee clients.
Maintained accurate case notes and service documentation.
Assisted with public benefits access, interviews, and interpretation services. Documented visits and prepared official reports.

EDUCATION

Primary & Elementary School – Al-Amel School, Asmara.

Secondary School – Red Sea School, Asmara.

COMMUNICATION

My communication skills can make me work in an environment which encourages me and my colleague to succeed and grow professionally where we can utilize our skills and knowledge appropriately.

I believe that communication skills cover a great part of teamwork and advocate for our clients and work needs.

SKILLS & ABILITIES

Certificate in E-ticketing

Reservation systems

Diploma in Basic French Language

Certificate in Therapeutic Approaches (American System)

Certificate in HR Principles

Certificate in Basic Accounting

Certificate in Advanced Excel

HR

CERTIFICATE OF COMPLETION

VISION AND LEADERSHIP

HEREBY RECOGNIZES THAT

MENAL OMER ABDULKADER

HAS SUCCESSFULLY PASSED THE HUMAN RESOURCES DIPLOMA

CAIRO / EGYPT



Dr. Ahmed Farid



Certificate OF APPRECIATION



-PROUDLY-
PRESENTED TO

Passing All the requirements of the Advanced Excel Course
THIS CERTIFICATE IS PROUDLY PRESENTED TO

Menal Omer Abdulkader



Geo LTC Learning Solutions

Abdelrahman Haridy

A blue ink signature of Abdelrahman Haridy.



Instructor

Shahd Mamdough Farag



DIPLOME D'ÉTUDES EN LANGUE FRANÇAISE

DELF A2

Niveau A2 du Cadre européen commun de référence pour les langues

Le directeur du Centre international d'études pédagogiques atteste que :

Manal OMER

née le 30/06/1992 à asmara (ERYTHREE)

de nationalité ERYTHREENNE

*a satisfait aux épreuves du diplôme d'études en langue française niveau A2,
et devient titulaire de plein droit de ce diplôme.*

Fait à Sèvres, le 24/09/2013

Le directeur du Centre international d'études pédagogiques

n° de candidat : 291012-001026



Contact Tel 291-1-110470

Bereket Russom (General Manager)

Your, sincerely

Ms. Menal Omer left our organization on her own wish to pursue greater opportunities and we wish her a bright future on her future endeavors.

operative with his colleagues.

During her stay at the School Menal Omer was very devoted to her duties and co

to March 2021.

In my capacity as a General Manager of Okam Kindergarten P.L.C this is to certify that Ms Menal Omer is an instructor of kindergarten in our School. Since September 2019 up

To Whom It May Concern

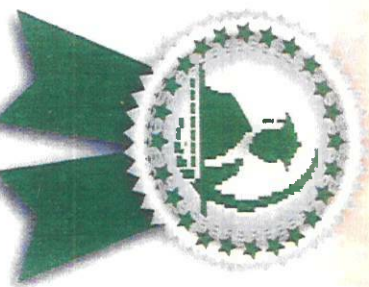
Date: - 04/5/2021



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Einstein Information Technology Center

Certificate



By Virtue of the Authority Vested in the
Einstein Information Technology School
This Certificate is Awarded to

MENAL OMER ABDULKADER

In recognition of successful completion of the Course
Principles of accounting & Accounting-Peachtree 2007

From March 20, 2015 to June 20, 2015

20-06-2015

Date



MAE 741-2110 027
Belai Habtegabber Beyn

M.O.E. Zoba Maekel





THE AMERICAN UNIVERSITY IN CAIRO

Center for Migration and Refugee Studies (CMRS)

In collaboration with Saint Andrew's Refugee Services (STARS)

Certificate of Participation

This is to certify that

Menasf Omer

participated in the course:

Therapeutic Approaches to Psychosocial Case Management

Course Duration: 7 weeks (total of 17 days of training)

Date: 04 September, 2024

Modules Included: Introduction to Psychosocial Work, Counselling, Psychological First Aid, Mental Health Basics, Child Development and Interventions, and Resilience.

Pamela Groder

Director of the Unaccompanied Children and Youth Department

Saint Andrew's Refugee Services

Dr. Ibrahim Awad, CMRS 'Director



DATE:-18 Aug, 2015

TO WHOM IT MAY CONCERN

I feel honored to write this letter of recommendation on behalf of Miss. Menal Omer, Who has been working in NOVA AIRWAYS as ticketing and reservation agent as well as cashier and junior accountant.

Besides, She possessed the ultimate can do attitude while taking on all tasks with a positive energy and cheerful disposition. She constantly strives for excellence. I have found her to be reliable and dedicated Menal also has a proven record of good communication skills and customer handling. Therefore it she come as no surprise that she is well liked by her peers and colleagues.

I volunteer to write this recommendation for Menal because I am very grateful for her contributions to our office. I am confident that she has the intelligence, work ethics and commitment to add value wherever she works. She is cooperative, passionate in her carrier and was an asset during her tenure with the organization. We wish her all the best on her future endeavors.

Sincerely Yours,

Station manager

LUIE ATEEG

Signature





ERITREAN COMMUNICATION AND DEVELOPMENT INSTITUTE

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الاتصالات والتنمية الإرترية



CERTIFICATE

.....*MEENA OMER*.....

has successfully completed a course in

BASIC TICKETING
from *17 SEP* to *05 OCT 2012*

Date *06 OCT 2012*

Name *BERAKET YEALO*

Signature *[Signature]*

Director of ERITCOM



.....*YACOB WOLDEGABRIEL*.....

[Signature]

Trainer

[illegible]