

RESUME



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OBJECTIVE

My objectives are to obtain a position in a professional office environment where my skills are valued and can benefit the organization. To continue my career with an organization that will utilize my management, supervision & administrative skills to benefit mutual growth and success.

PROFESSION ALSUMMARY

Energetic, result-oriented staff member eager to bring strong administrative skills to a growing company in need of top-level support. Proven ability to provide administrative support, and commitment to deliver high quality results with little supervision.

EDUCATION

Master of Human Development and Management, Al Quds University

2018-Current
Degree: Master

Accounting, Palestine Technical College

2017
Degree: Diploma

Arabic Literature , Islamic University of Gaza

2013-2017
Degree: Bachelor

EXPERIENCE

5 Horses Store Operations Officer | Al amir Abu Jabal Group

Date: 01 February 2021_ 01 November

- Creating a network through the Telegram program and linking the group of companies to each other by including employees in it, directing tasks, instructions and delivering requirements through it
- Establishment of the Human Resources Department
- Develop plans to organize the work of the Public Relations Department and draw strategic plans
- Communicate with social media companies and follow up their performance
- Develop a plan for the work team in the shop of 5 horses.
- Continuous study of the competing market.
- Correlation and compatibility with the public information in the store in terms of the suggestion box.
- Coordination with the Marketing and Media Department in determining the products that need to be effectively highlighted on the communication pages.
- Follow up on the good store
- Follow up on the daily pumping of clothes.
- Participate in determining the pumping value of the items from the new shipments in the warehouse.

- Follow up on all maintenance and mechanical works in the warehouse.
- Follow up on the supplies incoming to the store, receiving them, and making sure that they conform to the specifications.
- Observance of all covenants.
- Follow-up on the implementation of staff tasks, performance reports.
- Follow-up of employees' working hours.
- Submitting the central reports as requested.
- Supervising the storekeeper in organizing the store and effectively coordinating the reception of incoming shipments to the store.
- Supervising the transportation plan prepared for the departure of the female employees in the evening shift.
- Ensure that the store is opened and closed on the operationally scheduled dates.
- Coordination of the study of the competing market.
- Controlling the periodic operating expenses of the store (electricity - drinking water - fuel .. etc.)

Customer Care Department Responsible & Showroom Supervisor | Badri and Hania , Com. Brands Line & (Defacto)

Date: 01 February 2020– 01 April 2021

- Preparing training materials for employees on how to deal with clients and their types.

- Training employees, follow-up performance, and then carry out an evaluation that shows the level of service and product delivery.
- Allocate a suggestion and complaint box for customers, whether in the company's exhibitions or by communicating via the website.
- Solve the problems facing employees, whether in terms of dealing with customers or internal problems between them.
- Presenting reports related to customer service to senior management and discussing solutions and problems.
- Work to improve the quality of career life in the company's internal environment, develop services and products for the customers' environment, and expand the circle of relations between the target companies.

Project Coordinator| Student Welfare Institution

November 2018- April 2019

Cashier| AL DAAR Restaurant

Date: May 2019 - February 2020

Cashier| Cordoba Restaurant

Date: October 2017 – November 2018

Cashier, Sales Officer , and Public Relation | Star Center

Date: May 2016 – August 2017

- I worked for star center in the 3 positions mentioned according to their policy of rotation.

SKILLS & ABILITIES

- Team Leader
 - Good knowledge of Microsoft Office programs (word, excel, power point)
 - Excellent data entry skills.
 - Ability to multitask and a sense of urgency in carrying out responsibilities.
 - Strong problem solver.
 - Ability to organize and manages workload.
 - Ability to manage work expectations with minimal supervision.
 - Time management.
 - Work under pressure.
 - Report writing.
 - Self-quick learner; agile, flexible, adaptable.
 - Knowledge of accounting principles and methods and ability to apply and adapt established methods to varied accounting problems and systems.
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COMMUNICATION

I am a confident communicator, having developed strong verbal communication skills during implementing social initiatives roles. I can clearly provide information and interact with people in a friendly manner

LEADERSHIP

I have extensive experience in leading groups, which has helped me to develop strong interpersonal skills. I get along well with others and always conduct myself with the utmost professionalism

CERTIFICATEES

- Al Asseal Accounting Program
- Supply Chain Management
- Advanced accounting for non-accountants
- ICDL
- Human Resource Management Diploma.

REFERENCES

Mr. Omar Abu A L Qumbuz | Manger in Defacto

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Mr. Owda Shaqlliya | Manger in Star Center

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Mr. Hasan Ahmed | Manager in A I Dare Restaurant

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