

Ala Emad Ibrahim

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I am a highly accomplished and resourceful computer science professional, holding a master's degree in the field and graduated with a rating of "Excellent". My proficiency in programming adds a valuable dimension to my skill set. With a background in administrative and customer service roles, I bring a well-rounded set of abilities to the table.

WORK EXPERIENCE

2022 – 2024	Teller & Customer Service	Sama Exchange	City (Amman)
	<ul style="list-style-type: none">▪ Responded promptly to customer inquiries, providing excellent service and support.▪ Handled foreign currency exchange transactions accurately and efficiently.▪ Processed money transfer services through bank account, Cash Express, and Western Union, both sending and receiving funds.▪ Facilitated bill payments for credit cards and government services with precision and attention to detail.▪ Maintained accurate records of transactions and balanced cash drawers daily to ensure accountability.		
2017 – 2020	Customer Service	Canadian Medical Center	City (Abu Dhabi)
	<ul style="list-style-type: none">▪ Provided exceptional customer service to patients, staff, visitors, and doctors.▪ Managed patient appointments, schedules, and inquiries, optimizing the flow of daily operations within a medical setting.▪ Collaborated with medical staff and administrative teams to coordinate patient care and support smooth clinic operations.		
2016 – 2017	Teller & Customer Service	Al Ansari Exchange	City (Abu Dhabi)
	<ul style="list-style-type: none">▪ Responding promptly to customer inquiries.▪ Foreign currency exchange.▪ Transfer money services through bank account cash express or western union.▪ Bill Payment for Credit cards, Government Payment Service.		

RELEVANT SKILLS

- **Technical:** Service Excellence, Microsoft Office, Coding Languages, Effective Communication, and Information Handling, Conflict Resolution, Appointment Scheduling, Relationship Building with Customer
- **Professional/Social:** Teamwork, Project- Management, Communication, Leadership, Organization, Problem-solving)
- **Languages:** Arabic (Native), English (Fluent).

Certificate

- **ITIL® V4 Foundation (Management).**
- PCAP: Programming Essentials in Python from orange digital center.

EDUCATION

2023 *Master* Applied Science University (Amman, Jordan)

Master of Computer Science

- Thesis: “An Enhanced Dynamic Algorithm for Association Rules Mining of Big Data”.

2016 *Bachelor* Hashemite university (Amman, Jordan)

Bachelor of Accountant

REFERENCE

Available on request.