

# Ala Emad Ibrahim

Master of Computer Science

- Tel: 0508875120 • Email: ala.emad.ibrahim@gmail.com
- Single • Nationality: Jordanian • Address: Abu Dhabi
- UAE Driving License ✓



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

2023 – 2024	<b>Ticketing and Admin Coordinator</b>	<b>Luminus Technical University</b>
	<ul style="list-style-type: none"><li>▪ Managed ticketing system and prioritized tasks for efficient resolution of website-related issues, ensuring client satisfaction.</li><li>▪ Utilized version control systems like Git for efficient code management and collaborated with cross-functional teams to deliver high-quality web solutions within deadlines.</li><li>▪ Stayed updated with the latest web development trends and tools, implementing innovative solutions for continuous improvement in development workflows and user experiences.</li></ul>	
2017 – 2020	<b>Customer Service and Administration Officer</b>	
	<b>Canadian Medical Center</b>	<b>City (Abu Dhabi)</b>
	<ul style="list-style-type: none"><li>▪ Provided exceptional customer service to patients, staff, visitors, and doctors.</li><li>▪ Managed patient appointments, schedules, and inquiries, optimizing the flow of daily operations within a medical setting.</li><li>▪ Collaborated with medical staff and administrative teams to coordinate patient care and support smooth clinic operations.</li></ul>	
2016 – 2017	<b>Customer Service</b>	<b>Al Ansari Exchange City (Abu Dhabi)</b>
	<ul style="list-style-type: none"><li>▪ Responding promptly to customer inquiries.</li><li>▪ Foreign currency exchange.</li><li>▪ Transfer money services through bank account cash express or western union.</li><li>▪ Bill Payment for Credit cards, Government Payment Service.</li></ul>	

## RELEVANT SKILLS

- **Technical:** Service Excellence, Microsoft Office, Coding Languages, Effective Communication and Information Handling, Conflict Resolution, Appointment Scheduling, Relationship Building with Customers.

- **Professional/Social:** Teamwork, Project- Management, Communication, Leadership, Organization, Problem-solving)
- **Languages:** Arabic (Native), English (Fluent).

## Certificate

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

## EDUCATION

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**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

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Available on request