

SAMER J. AWF

CURRICULUM VITAE



SUMMARY

Dependable and hardworking professional with years of significant experience in Administration, Customer Service, Data Management, Training, and Public relations, highly organized with superior interpersonal skills and multitasking abilities, dedicated to providing exceptional support to internal and external customers, able to manage workloads in rapidly changing environments, willing to take on additional responsibilities, and effectively contribute to the business success.

EDUCATION

Diploma in Computer Engineering | 1998

Institute of Mechanical Engineering and Electrical, Aleppo - Syria

EXPERIENCE

Abu Dhabi Vocational Education and Training Institute, Al Ain

Nov 2008 - Present

Services Coordinator & Campus Supervisor

- ❖ Supervise a team of employees and oversee administrative activities in the department.
- ❖ Delegate tasks to staff and observe the completion of duties to ensure work efficiency.
- ❖ Act as the first point of contact and respond to a request for information from various parties.
- ❖ Work closely with the management team to create efficient work scopes and schedules.
- ❖ Coordinate work with the sub-offices and the specialized units and support collaboration.
- ❖ Draft a variety of written communications and documents to ensure smooth workflow.
- ❖ Maintain and update the filing system of department records and confidential data.
- ❖ Respond to phone calls and correspondence, initiate actions to reply to or direct messages.
- ❖ Handle appeals and suggestions, follow up on action implementation, and provide feedback.
- ❖ Enter and update information in the database and any other related electronic system.
- ❖ Ensure that all necessary paperwork is completed and submitted to the proper department.
- ❖ Interact with students, respond to inquiries, address concerns, and offer solutions.

Abu Dhabi University, Al Ain

Jun 2007 - Oct 2008

Administration Coordinator

- ❖ Coordinate all job-related matters between faculty, concerned, and management.
- ❖ Prepare detailed reports and documents following administrative procedures.
- ❖ Develop and implement office procedures to increase productivity and accuracy.
- ❖ Follow-up communication and emails to ensure all parties have the needed information.
- ❖ Provide accurate reports on students' data and develop statistics when required.

CONTACT INFO

United Arab Emirates

+971 (50) 331 75 82

samerawf@hotmail.com

SKILLS

Microsoft Office Suite

Teamwork & Delegation

Leadership Skills

Problem Solving

Coaching & Mentoring

Time Management

Communication Skills

LANGUAGES

Arabic

English

DRIVING LICENSE

Valid UAE Driving License

Al Fouad Exchange Est, Dubai

Jan 2004 - May 2007

Customer Services supervisor

- ❖ Supervise the performance of branch service representatives.
- ❖ Ensure optimum productivity and high-quality service.
- ❖ Give direction and look into the operational functions.
- ❖ Respond to internal and external audit requirements.
- ❖ Demonstrate strong customer service skills to assist customers.

Lari Exchange, Abu Dhabi

May 2001 - Dec 2003

Al Bader Exchange, Abu Dhabi

Jun 1998 - Apr 2001

Customer Services & Teller Officer

- ❖ Process the transactions while delivering excellent service.
- ❖ Enter clients' transactions into the system and issue receipts.
- ❖ Provide information and resolve customers' complaints.
- ❖ Ensure all transactions are complete with high accuracy.
- ❖ Sustain a positive and professional attitude toward the clients.

CERTIFICATES

Lead the Team | Social Media Marketing | Strategic Leadership and Management | Foundation of everyday Leadership | Communication Interactive | Driving Safety (International) Interactive | DSE Interactive | Electrical Safety Interactive | Energy Efficiency Awareness (All Staff) Interactive | First Aid in the Workplace (Employees) Interactive | Induction Safety Interactive | Office Safety Interactive | Risk Assessment Interactive | Teamwork Interactive | BULATS | SANID | Customer Service training course | IC3 | Fire warden's course | Certificate of Appreciation | Letter of Recommendation | Operation and investment of personal computers | 15 Secrets Successful People Know About Time Management | A Career Strategist's Guide to Getting a Job | A Design Thinking Approach to Putting the Customer First | Balancing Work and Life as a Work-from-Home Parent | Building Resilience as a Leader | Building Resilience | Business Analysis Foundations | Coaching Skills for Leaders and Managers | Communicating with Transparency | Communication Foundations | Crisis Communication | Developing Self-Awareness | Leadership Mindsets | Driving Workplace Happiness | Effective Listening Entrepreneurship Foundations | Excel Data Visualization: Mastering 20+ Charts and Graphs | Excel: Tips and Tricks | How to Manage Feeling Overwhelmed | HR as a Business Partner | Increase Visibility to Advance Your Career | Leadership Mindsets | Leading with Emotional Intelligence | Learning Data Analytics | Management Tips | Managing a Customer Service Team | Mastering Self-Motivation | Microsoft Office 365: Administration | Microsoft Teams Essential Training | Recession-Proof Career Strategies | Time Management Fundamentals.

PROFESSIONAL DEVELOPMENT

Online Coursera Training Website Learning | Nov 2019

Organized by Abu Dhabi Vocational Education and Training Institute, UAE

Online EHS Training Courses in Safety Learning | Jan 2018

Organized by Abu Dhabi Vocational Education and Training Institute, Al Ain - UAE

EHS Training Course | Dec 2017

Organized by MOE in corporation with Abu Dhabi Vocational Education and Training Institute, Abu Dhabi - UAE

Emergency Response Training Course | Mar 2017

Organized by SANID in corporation with Abu Dhabi Vocational Education and Training Institute, Al Ain- UAE

Ellucian 2014 Middle East Seminars | Dec 2014

Organized by Ellucian USA CO. in corporation with Abu Dhabi Vocational Education and Training Institute, Dubai - UAE

Fire warden's Course | Mar 2012

Organized by Security and Safety department in corporation with Abu Dhabi Vocational Education and Training Institute, Abu Dhabi - UAE

Banner Training Workshop | Sep 2009

Organized by Abu Dhabi Education Council in corporation with Abu Dhabi Vocational Education and Training Institute, Abu Dhabi, UAE

Data Control Course | April 1997

Organized by (Al Amin), Aleppo, Syria

FREELANCING

Photographer | Media Cover & Commercial Freelancer

2014 - Present

- ❖ Take high-quality portrait photos of special events.
- ❖ Shoot photos for various usage and digital projects.
- ❖ Use cameras, tripods & lenses to create innovative effects.
- ❖ Modify photos using digital and computer applications.
- ❖ Communicate with clients to guarantee satisfaction.
- ❖ Come up with creative ideas for product photoshoots.

REFERENCES

- ❖ All are available upon request.