

RAAFAT GOMAA

Communication Engineer

Dubai , United Arab Emirates

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OBJECTIVE

I am actively seeking opportunities to apply and enhance my professional skills and knowledge within a challenging and stimulating work environment. I am eager to pursue personal growth and career development by aligning myself with an organization that offers a culture of continuous learning and growth, where my talents can be effectively utilized.

PERSONAL SUMMARY

I am a hard-working and driven individual who isn't afraid to face a challenge. I'm passionate about my work, and I know how to get the job done. I would describe myself as an open and honest person who doesn't believe in misleading other people and tries to be fair in everything I do.

EDUCATION

- **Bachelor of Communication Engineering**

Al Dar University College (ADUC), Dubai, UAE

- **High School Certificate**

CERTIFICATES

- **International Computer Driving License (ICDL)**

2014

- **Web Development**

UDACITY - Dubai, 2021

- **Electronic Graphs Design and Development**

SUDEVO, 2020

SKILLS

- Proficient in Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook
- Excellent time management skills with the ability to prioritize tasks and meet deadlines
- Strong team player who is self-motivated and goal-oriented
- Proven ability to perform well under pressure and handle multiple tasks simultaneously
- Highly detail-oriented with exceptional investigative skills

- Effective communication and interpersonal skills to work with individuals at all levels of an organization
- Experience in project management and the ability to lead a team towards successful project completion
- Adaptability and flexibility to work in a constantly changing work environment
- Knowledge of data analysis and ability to use data to inform decision-making
- Strong problem-solving skills to identify and resolve issues in a timely and effective manner.

PROFESSIONAL EXPERIENCE

Design and Development Specialist

2020

SUDEVO, Dubai

- Designed and developed electronic graphs using specialized software
- Conducted surveys and analyzed results to provide insights for decision making
- Created presentations and reports for management and clients

Patient Relation Executive

Feb 2021 - May 2022

Al Futtaim Group, Dubai

- Entered and updated patient information into the hospital information system (HIS)
- Released patient reports in a timely and confidential manner
- Communicated with patients and their families professionally and empathetically
- Worked collaboratively with healthcare professionals to ensure high-quality patient care
- Provided support to other administrative functions as required
- Communicated with patients, booking and rescheduling patients appointments through the call

Guest Relations Officer

2022 - 2023

(Global Village Dubai)

- Handled guest complaints and feedback through Salesforce system , Emails and Calls.
- Communicated with guests via email or phone to resolve issues and provide information
- Coordinated with relevant departments to address guests' needs and inquiries promptly
- Maintained accurate records of all guest interactions and reported to management
- Assisted with other guest relations activities and events as needed.
- Contact the guests to inform them about the procedures regarding their complaints and feedbacks.

LANGUAGES

- English
- Arabic

HOBBIES

- Reading
- Research
- Helping people