



# Alaa Aboalrob

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## Summary

Training Specialist with 4 Years Of Experience In Training And Development, Customer Service, and Troubleshooting Familiar with LMS And Smart Learning Platform, And Other Customer Service Software, Add To That the Excellent Reputation For Resolving Problems, Multitasking, And Improving Customer Satisfaction.

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## Education

Bachelor, Multimedia Technology

2012-2017

Arab American University

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## Professional Experience

### Ministry Of Education, Dubai

#### *Training Specialist*

**07/2018-07/2022**

- Delivered Training On LMS And Other Smart Learning Platforms For Over 25000 Users (MOE Employees, English Training And Curriculum Department, Cluster Managers, Principals, School Management, Teachers, Students & Parents) About Smart Learning Programs Around The Emirates
- Created Detailed Training Manuals, Videos, And Presentations On Smart Learning Programs That Support The Curriculum And Methodology Across Different Emirates.
- Provides Training And Orientations For 200 Newly Hired Employees.
- Handling And Resolving over 80 Tickets Raised By Customers Per Day And Follow Up Tickets On Ivanti System And Escalate Tickets As Necessary.
- Providing Troubleshoot And Online Support For Customers By Sharing Screen Using Microsoft Teams.
- Coordinate With Other Teams ( Curriculum Department, Al-Manhal Department, and training department ) in MOE To Accomplish Tasks And .

### Al-Safeer Company, Jordan

#### *Graphic Designer*

**07/2017-06/2018**

- Liaising With Over 100 Clients To Determine Their Requirements, Timescale, And Budget.
- Coordinating With Outside Agencies, Art Services, Web Designers, Marketing, Printers, And Colleagues As Necessary.
- Creating Around 200 Of Graphics And Layouts For Product Illustrations, Company Logos, And Websites With Software Such As Photoshop, Illustrator, and InDesign.
- Contributing To Team Efforts By Accomplishing Tasks As Needed. • Meeting Deadlines And Handling Multiple Projects Concurrently.

## PROJECTS

**TAMKKEN, Ministry Of Education • July 2021 - May 2021**

- Follow Up With Over 200 Students To accomplish Make-up Exams.
  - Guide The Students To solve Technical Issues In Online Exams.
  - Handled up to 100 calls daily From Parents For Inquiries About Applying For Exams And The Dates For Receiving Grades.
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## CERTIFICATIONS

Networking Foundations: Networking Basics, Linkedin • 2022

Graphics Design: Galaxy Training Center, 2016

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## COURSEWORK

Strategic Thinking Linkedin • 2022

E-Maturity Ministry Of Education • 2019

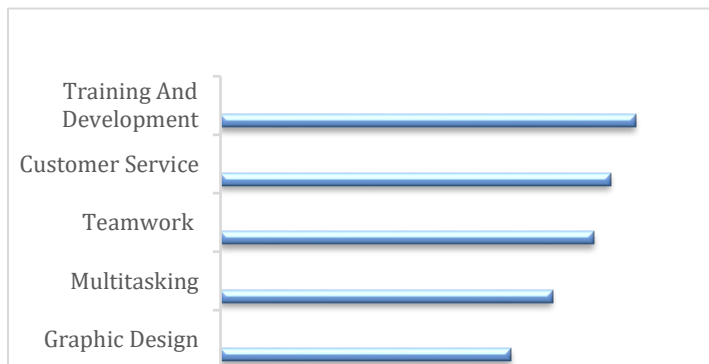
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## INVOLVEMENT

**Smart Learning Team** - Ministry Of Education • January 2020 - August 2020

- Member Of The Smart Learning Team, Responsible For The Development Of [Distance Learning] Since The Start Of The Covid19 Pandemic, A Week-Long Specialized Remote Training Delivered To More Than 25,000 Teachers And Administrators In Public Schools, In Addition, To More Than 9,200 Teachers And School Principals From Private Schools.
  - Collaborated With The Curriculum Department In The Development Of [Learning Outcomes Database] To Update It On The LMS Platform.
  - Collaborated With Al-Manhal Team In The Development Of [Over 250 Schools Database].
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## Skills



## Language:

- Arabic
- English