

PERSONAL INFORMATION

Abed Alkareem A. Y. Mushtaha

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 [Google Hangouts](#)

WORK EXPERIENCE

01/04/2020-present

Sales Representative

Mushtaha Company for plastic, Gaza (Palestine)

1. Buying and selling merchandise
2. Dealing with customers.

07/04/2018–31/03/2020

Customer Service Representative

Palestine Telecommunications Company-Paltel, Gaza (Palestine)

We interact with the company's customers to provide them with information to address inquiries regarding the company products and services. In addition, we deal with them and help to resolve any customer complaints and through many channels, mainly through social media, phone calls and video chat.

03/09/2018–07/03/2019

Teacher Assistant

University of Palestine, Gaza (Palestine)

Mainly I was giving lectures to the students and ensure the best understanding of it, and I did it through the theoretical aspect as well as practical aspect by arranging field visits to the students to the major IT companies here in Gaza.

Beside that i was responsible for all the events and conferences held in the faculty.

Also there was the administrative part of my job, in which there was administrative tasks required to be done.

08/02/2012–03/05/2016

Sales Representative

Mushtaha Company for plastic, Gaza (Palestine)

The main responsibility were:

1. Buying and selling merchandise
2. Dealing with customers.
3. Relation with suppliers.
4. Checking inventories.

- 05/05/2016–03/03/2017 **Designer**
EI Medina company, Gaza (Palestine).
- 02/08/2018–04/12/2018 **Designer**
Shift company for information technology, Gaza (Palestine).
- 01/01/2018–01/01/2019 **Designer**
Tech line for information technology, Gaza (Palestine).
- 08/05/2018–09/05/2018 **Educational researcher**
University of Palestine, Gaza (Palestine)
in Cooperation with Palestine Polytechnic University I participated in
Preparing a research paper during the Seventh Student Innovation
Conference

EDUCATION AND TRAINING

- 06/10/2018–02/03/2019 **Member of the Faculty of Information and Information
Technology Club**
University of Palestine, Gaza (Palestine)
- 09/07/2017–13/07/2017 **course in online ICT freelancing empowerment
training**
GGATEWAY, Gaza (Palestine)
- 04/08/2014–27/02/2015 **Advanced certificate in international design**
Cambridge training college Britain, Al Salam Education center
- 01/06/2016–23/06/2016 **Design and development of web applications**
Computer land center, Gaza (Palestine)
I finished a course in Design and development of web applications using
PHP, CSS, HTML and JQuery
- 04/11/2018–08/11/2018 **Advanced certificate in customer service through
social media**
Right Way company, Gaza (Palestine)

03/07/2014–18/10/2015 Diploma degree in web pages programming and design

University of Palestine, Gaza (Palestine)

03/07/2016–28/02/2018 Bachelor degree in management information system

University of Palestine, Gaza (Palestine)

03/06/2012–05/03/2015 Diploma of Community Colleges for Design and programming of web sites

The Ministry of Education and Higher Education, Gaza (Palestine)

PERSONAL SKILLS

Mother tongue(s)

Arabic

English

Foreign language(s)

| UNDERSTANDING | | SPEAKING | | WRITING |
|---------------|---------|--------------------|-------------------|---------|
| Listening | Reading | Spoken interaction | Spoken production | |
| B2 | B2 | B1 | B2 | B1 |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills

Excellent communication skills gained through my experience as a sales representative.

Rapport building and interpersonal skills, gained also through my experience as a sales representative

Organisational / managerial skills

Teams and team building skills.
Initiative.

Digital skills

| SELF-ASSESSMENT | | | | |
|------------------------|-----------------|------------------|------------------|-----------------|
| Information processing | Communication | Content creation | Safety | Problem-solving |
| Proficient user | Proficient user | Independent user | Independent user | Proficient user |

[Digital skills - Self-assessment grid](#)