Eman Al Memari

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PERSONAL SUMMARY

To serve in a reputed organization, which can utilize my talents and skills and benefit from my diverse experience, while providing me an opportunity for further improvement in my career. I am always striving to achieve the mission objectives of the company I am employed at.

Practical Skills

Service Desk

★★★★★★★★★★

eXact learning LCMS

★★★★★★★★★★

Adobe Photoshop

★★★★★★★★★★

Alef Platform

★★★★★★★★★★

Microsoft Office

★★★★★★★★★★

Google Suite

★★★★★★★★★★

Edmodo

★★★★★★★★★☆

Kahoot

★★★★★★★★☆☆

Zoom Cloud Meetings

★★★★★★★★★★

Microsoft Teams

★★★★★★★★★★

LANGUAGES

ARABIC

ENGLISH

EDUCATION

College of Applied Science — Graduated July 2015
Bachelor's Degree in information technology.

Abu Dhabi University — Graduated July 2018
Professional Diploma in Teaching (GPA 3.7)

Udacity — Graduated December 2020
Nanodegree Business Analytics

UK Global Academy for Training and Development
Certified Trainer in Human Development and member of UK Global Academy

Message

Leading change towards a better life by helping people achieve their selves and provide their best potential through (achieve yourself and give your best)

Specialization in training and human development

Certified trainer in human development and a member of the UK Global Academy for training and Development and a member of the Support and Innovation Initiative, my interest and passion for human development and administrative and educational development made me move to the field of training with serious steps through specialized studies in this field, and I provided lectures and training workshops with government and private agencies such as : Roads and Transport Authority, Family Development Foundation, Federal Youth Authority, Department of Municipalities and Transport, Excellence Centre Training and Management Consultancy, SMT Institute, Support and Innovation Initiative, Zoom Al Maarifa Management Consulting, Happiness imprint Team

Work Experience

IT Support Specialist at Alef Education company
December 2018 – July 2020

➤ Provided Training as Teacher Development coach, taught the teachers and students about Alef Educational Program and how they use it.

➤ Escalated the network problems and forward technical problems to the Service desk.

- ➢ Created an account in Alef Platform for teachers and students who are joining the school.
- ➢ Digital content producer with eXact learning LCMS.
- ➢ Instructional Designer for content team.
- ➢ Analyse and resolve end-user hardware and software computer problems in a timely and accurate fashion.
- ➢ Advanced IT troubleshoot hardware and software issues through Alef Live Chat (Fresh chat), remotely, in person and via phone.
- ➢ Analyse incident resolution and service requests via Alef IT service desk.
- ➢ Properly escalate unresolved queries to the next level of support.
- ➢ System integration and data provisioning.
- ➢ Offer daily operation and system support to all users.
- ➢ Provide programs training and workshops for end-users, clients and customers.
- ➢ Serve as the first point of contact for walk-in customers seeking technical assistance.
- ➢ Properly escalate unresolved queries to the next level of support.
- ➢ Follow-up and update customer status and information.
- ➢ Verify functionality of hardware and software components.
- ➢ Administer and support network operations.
- ➢ Coordinate and follow-up resolution for open/pending incidents.
- ➢ Ensure proper recording, documentation and closure.

Admin Human Resource at Investment Company
2017 - 2018

- ➢ Writing and circulating internal notes and company's external message.
- ➢ Coordination with the departments of company and customers to transfer their properties.
- ➢ Reply to the section's email.
- ➢ Customer service and transfer their problems and inquiries to persons concerned.
- ➢ Follow up with customers.
- ➢ Update the information in company system (Gateway).
- ➢ Draft and review new contracts to clients.

Administrator Assistant at Dean's Office
2016 - 2017

- ➢ Writing and organizing the documents.
- ➢ Office management
- ➢ Basic accounting procedures
- ➢ Research methods.
- ➢ Reporting techniques.
- ➢ Excellent organization.
- ➢ Time management skills.

ACHIEVEMENT

- ● ITIL V4 Certification
- ● Completed IT courses such as: ITIL4 foundation, windows administration, network administration, Business Ethics, ISO 20000 and communication and customer service performed by Global Vision Academy.
- ● Was honored by His Highness Sheikh Khalifa bin Mohammed bin Khalid Al Nahyan for my efforts in providing training workshops with happiness imprint team.
- ● was hosted on the Al Sharqiya channel of the Radio and Television Corporation for the evening talk program