

Ammar Naif 14/01/2001 (23)

     +971 50 618 7021

 UAE, Dubai














### Summary

I'm a 23-year-old intrinsically motivated generalist with a growth mindset, my motto in life is to never stop learning; the more you learn, the less you know. I don't smoke, and I can type really fast at 157 WPM.

### Languages

Arabic (native)		English (native - C2)	
German (beginner)		French (intermediate)	

### Professional Skills

<u>Technical Support</u>		<u>Microsoft Excel</u>	
Customer Support		Google Docs	
Translating		<u>Microsoft Word</u>	
<u>Proofreading</u>		Computer Repair	
Google Sheets		Graphic Designing	
		Project Management	

### Other Skills

Notion	Social Media Management	Internet of Things (IoT)
ClickUp	POS Systems	Self-directed Learning
Slack	Subtitling	CSS
SmartSheet	Google Suite	HTML
HelpDesk	Anki	Problem Solving
HR	WordPress	<u>Data Entry</u>
CRM	LaTeX	<u>Attention to Detail</u>
Documentation	IFTTT	<u>Scheduling</u>

### Licenses & Certificates

**TOEFL iBT** 108/120  
ETS  
Credential ID: 9029609215059506  
Issued 2021/9 · Expired 2023/9



**Teach English Now!**  
**Foundational Principles**  
Arizona State University  
Credential ID: 27EXZUPLXCW3  
Issued 2023/10 · No Expiration Date



**Technical Support Fundamentals**  
Google  
Credential ID: ASBPPJLVFQYD  
Issued 2022/1 · No Expiration Date



**Write Professional Emails in English**  
Georgia Institute of Technology  
Credential ID: UR589UUF8LTX  
Issued 2021/9 · No Expiration Date



**Preparing to Manage Human Resources**  
University of Minnesota  
Credential ID: A5GMTV9M5GJV  
Issued 2023/9 · No Expiration Date



**CSS**  
Sololearn  
Credential ID: #1023-2649025  
Issued 2018/6 · No Expiration Date



## Work Experience

### Operations Manager

Sohail Smart Solutions

2023/7 - 2024/3 (8 months)

Dubai, UAE

Full-time



- Translating contracts.
- Business correspondence.
- Monitoring Requests for Proposals.
- Scheduling events and workshops.
- Attending business forums.

Working with a temporary secondment from H3 Group, and reporting to the Consultant.

### Operations Manager

H3 Group

2022/02 - 2023/7 (1 year, 5 months)

Khor Fakkan, Sharjah, UAE Full-time



Managed two start-ups, Shi Café and Lotus Perfumes:

- Created, redesigned and constantly upgraded and automated documents and reports for Daily, Monthly, Quarterly and Annual Reports for Expenses and Sales, SOPs, Timesheets, Timecards, Menus, Monthly Evaluations, Leaves, Sales Targets and Orders, on Google Sheets, thereby reducing manual labor, reducing the workload on all employees, and increasing work efficiency.
- Created Shift Schedules for 11 employees across two companies
- Facilitated communication between employees of different languages and backgrounds.
- Managed over 300 products and raw materials on the websites, online ecommerce vendors like Talabat and Drivu, menus, and the Omega and Loyverse POS.
- Recruited, interviewed, and oriented new employees.
- Trained employees on how to better use computers, and helped them solve any problems they face.

- Kept organized records of employee and company documents.
- Ensured timely responses to requests for information.

Things we've achieved:

- Automated monthly, quarterly and annual reports, connecting the whole company finance in a simple dashboard.
- Automated payrolls for overtime, deductions, commissions, and total salary calculations.
- Scanned two years worth of receipts and organized them, thereby going completely digital and eliminating the use of paper.
- Facilitated production by creating a dashboard for products concentration, composition and required batches.
- Created a recipe book for all products to maintain quality and continuity.
- Helped employees improve their English level noticeably.
- Helped employees use computers significantly better.
- Created tutorial videos for the job responsibilities to facilitate onboarding.

I worked 48-54h a week, Sat-Thu, and reported to the CEO of both companies.

### Customer Support Manager

LEET.cc

2016/11 - 2018/12 (1.5 years)

California, USA (remote)

Full-time

I reported to the CEO.



### Freelance Translator

Self-Employed

2019/5 - Now (5 years)

(remote)

Freelance

## Education

### Computer Science

BSc.

University of the People

2022/5 - Now California, USA (remote)

Studying with a full scholarship.



### Interpretation

Diploma

The Arab Academics and Scientists Union

2023/11 - 2024/6

Syria (remote)



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## References

### Alicia Kali

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### Hussein Chowdry

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MikDoss  
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### Beata Zalewska

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AlphaTranslations  
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More references can be provided upon request.

## Volunteer Experience

### Translator

ProZ Pro Bono  
2023/10 - Now  
New York, USA (remote)



### Volunteer

Fujairah Charity  
Association  
2023/2 - 2023/2  
Fujairah, UAE



### Ambassador

ProZ Pro Bono  
2023/11 - Now  
New York, USA (remote)



### Translator

Translators Without Borders  
2023/10 - Now  
New York, USA (remote)

