

**Hashim Hassan Sayed Ahmed**  
**Lecturer at College of Business Administration**  
**Curriculum Vitae**

**Personal Details**

**Name:** Hashim Hassan Syed Ahmed Al Hammadi

**Nationality:** UAE

**Status :**Married

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**Academic Qualifications**

**BSc:** Ajman University of science and Technology (2005-2010) Bachelor of General business sciences

**MSc:** University of Modern Science (2013-2014), Master of Business Administration science (MBA)

**PhD:** studying now PHD, from University Teknologi MARA in Malaysia , expected Graduation,2025

**Employment History**

- Teacher at the University of Sharjah Community College Khorfakkan headquarters course: introduction to management and to introduction to economic of(February 2017- still working)
- Teacher at the University of Sharjah Community College Khorfakkan headquarters course: Fundamentals Of Innovation & Entrepreneurship 2018-2000)
- Teacher at the University of Sharjah Community College Khorfakkan headquarters course: e-commerce the separation of 2015-2016

**Ministry of Health, Khorfakkan Hospital** (January, 2009- February 2017)

**Acting Head for both accounting department and administitive and contract section, full time job (October, 2012-till today)**

- Manage and oversee the daily operations of the accounting department
- Process month and end year process, accounts payable/receivable, cash receipts, general ledger, payroll and utilities, treasury, budgeting, cash forecasting, revenue and expenditure variance analysis, capital assets reconciliations, trust account statement reconciliations, check runs, fixed asset activity, debt activity etc
- Monitor and analyze accounting data and produce financial reports or statements
- Establish and enforce proper accounting methods, policies and principles
- Coordinate and complete annual audits
- Provide recommendations
- Improve systems and procedures and initiate corrective actions
- Assign projects and direct staff to ensure compliance and accuracy
- Meet financial accounting objectives
- Establish and maintain fiscal files and records to document transactions
- Manage the contracts and maintain the best tendering practices

**Accountant and a Quality assurance officer, full time job (March, 2012-October 2012)**

- Draft quality assurance policies and procedures
- Interpret and implement quality assurance standards
- Evaluate adequacy of quality assurance standards
- Devise sampling procedures and directions for recording and reporting quality data
- review the implementation and efficiency of quality and inspection systems

**Etisalat, Ajman “Call Center”**

**Customer Support Representative, full time job (Dec 2003- March 2008)**

- Use telephones to reach out to customers and verify account information.
- Resolve customer complaints via phone, email, mail, or social media.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.
- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Inform customer of deals and promotions.
- Sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.

- Read from scripts.
- Handle changes in policies or renewals

#### **Emirates institution for services**

**Quality inspector**, Full time job (March,2008-Dec,2008)

#### **Professional Membership & Activities**

- Membership Uae inventor

#### **Teaching Experience**

- Fundamentals Of Innovation & Entrepreneurship
- Principles to management
- introduction to economic
- e-commerce
- Principles of Marketing
- Math of business
- Financial accounting

#### **Conferences & Workshops**

Workshops with the GENERAL AUTHORITY OF ISLAMIC AFFAIRS & ENDOWMENTS on innovation in mosques

#### **Community Services**

A training workshop on innovation in the field of working with Ministry of Community Development.