



# ABDELFATAH AHMED

Humanitarian worker and I.T enthusiast

## PROFILE

I am Abdelfatah Ahmed, a 27-year-old humanitarian worker with a strong passion for and interest in technology and interpreting. I am extremely neat, reliable, greatly motivated, able to deal with complicated projects, and can create high quality and timely working results

## CONTACT



+201222775514



me.abdelfatah@gmail.com



abdelfatah-ahmed.github.io

## SOCIAL MEDIA

fb.me/iabdolova

@lemeabdo

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## SUMMARY

Highly dedicated and resourceful Community worker with experience of almost two years in welcoming and providing StARS services to refugees and asylum seekers from different nationalities and different backgrounds. I worked in my community for a year providing them with access to various service providers in Egypt.

## EXPERIENCE

### Program Officer - Refugee Legal Aid Program

*St. Andrew's Refugee Services, Cairo, Egypt, since Jan 2019 - Present*

support coordinators in the development and implementation of internal projects that meet the needs of the organization.

prepare and arrange team building activities for different teams in coordination with the RLAP Director.

Support Senior Legal Officers in drafting policy and advocacy reports.

Support Coordinators with the communication strategy for the program, in particular consultation material, reports and briefings to external stakeholders as required.

Support the Program Assistant in ensuring the functionality of RLAP office and interviewing spaces.

Designing and conducting training for non-technical audiences.

Maintain accurate records with respect to expenses as per StARS financial rules.

### Drop In and Emergency Response Coordinator - Psycho-social program

*St. Andrew's Refugee Services, Cairo, Egypt, since Oct 2017 - Jan 2019*

Supervise two teams SIOs and Guards, as well responsible of the Emergency fund and responding to emergencies at StARS premises (Isaaf).

Supervises three reception support staff who oversee the effective functioning of StARS communal space, such as the on-call area, the waiting area, and the entrance to StARS.

Increase community connections for referrals and community support to individual clients.

Revise the strategy of DIER in response to changing situations and participate in annual work planning.

Organize training on PS and RLAP SGBV response, case management, emergency support, and other areas as appropriate for newly appointed DIER staff.

Develop screening and intake procedures and tools in support to psychosocial and legal casework with PS and RLAP.

Identify gaps in services and work with the PS and RLAP Directors to identify potential partners responding to such needs.

Supporting SIOs in making effective referrals to and inquiries with other programs and finding responses to individual cases.

Supporting Guards in making sure the safety of staff and clients.

Making sure complain mechanism is well informed and followed by reception staff.



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## SENIOR SCREENING AND INTAKE OFFICER

*St. Andrew's Refugee Services, Cairo, Egypt, since Jan 2017 - Oct 2017*

Cover the tasks and responsibilities of the DIER (Drop in emergency and response) Coordinator in their absence.

Prioritize client requests for legal assistance and coordinate consultations with RSD/RST on-call RLAP legal advisors as needed.

Conduct screening interviews to assess clients' needs for legal aid.

Responsible for all administrative duties of DIER team in the absence of DIER coordinator.

Mentoring Four SIOs staff.

Be available and respond suitably to SIOs and volunteers in need of advice and guidance in their day-to-day work.

Maintain a cooperative working relationship with the Psychosocial Director, and other Psychosocial Program (PS)/ Refugee Legal Aid Program (RLAP) Program coordinators.

Stay up-to-date on RLAP and PS services.

## StARS Ambassador

*St. Andrew's Refugee Services, Cairo, Egypt, since June 2017 - Oct 2017*

Responsible for providing funders with information on StARS services.

Organize StARS Events / Activities.

## SCREENING AND INTAKE OFFICER

*St. Andrew's Refugee Services, Cairo, Egypt, since Sep 2016 - Jan 2017*

Direct clients arriving for previously-scheduled appointments and on a walk-in basis and to ensure the smooth operation of the office by scheduling appointments and communicating with clients regarding case inquiries and requests for assistance.

Cooperate with Psychosocial Program (PS) and Refugee Legal Aid Program (RLAP) to reduce waiting times and prioritize clients with special needs for screening and intake

Provide basic information about StARS and other service providers' services to Ethiopian, Eritrean, Iraqi, Somali, South Sudanese, Sudanese, Syrian, Yemeni, and other refugees and asylum-seekers;

Maintain accurate records on client caseload, referrals, and follow-up activities.

Participate in regular meetings with PS and RLAP staff as assigned.

Maintain a professional and welcoming office atmosphere that protects client confidentiality.

## StARS Volunteer UYBP (Unaccompanied Youth Bridging Program)

*St. Andrew's Refugee Services, Cairo, Egypt, Feb 2016 - April 2016*

Responsible to provide quality tutoring to youth refugees with English



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## EDUCATION

### AMERICAN UNIVERSITY IN CAIRO (SCHOOL OF CONTINUE)

December 2017- March 2018

Cisco Certified Network Associate - Passed the exams over 93%

### UNIVERSITY OF CAIRO

2013 - 2015

Bachelor of Computer and information technology - Computer Science Major

### STARS ADULT EDUCATION PROGRAM

2016

English Course

## SKILLS

### LANGUAGE

English (excellent) -Arabic (excellent different slang) - French(intermediate) - Somali(fluent) & few others

### COMPUTER SKILLS

C++, HTML , CSS , C, MS-Office

## HOBBIES

### HIGHLIGHTS

Excellent problem solver  
Active listening skills  
Energetic work attitude  
Time management

