**Abdallah J. Alkodah**   
4715 North Artesian Avenue

Chicago, IL 60625  
(312) 632-3855  
abdallahalkadah@gmail.com

**Professional Summary**

* Skilled in cultivating positive relationships with clients and colleagues; particularly adept at communicating with charity and diplomacy to individuals from diverse cultural and organizational backgrounds.
* Ability to work with company clients and organizations to create successful partnerships.
* Exemplary problem-solving skills; able to identify problems and implement corrective processes.
* Quick learner and dependable with a strong work ethic and eager for an opportunity to learn new skills.

**Education**   
**Medical Communication Ambassadors- Chicago IL Graduated 08/2020**

Diploma 80 hours course in medical interpreting in Arabic/English

**Malcolm X College – Chicago, IL Graduated 12/2019**   
Emergency Medical Technician-EMT

**The Hashemite University – Zarqa, Jordan Graduated 02/2017**  
B.Sc. Degree in Biology GPA 3.04/4.0  
Honor List, 2015/2016  
  
**Work Experience**

**Covid Clinic- Midway Airport- EMT-B**

**05/2021 to present**

* Conduct COVID-19 test(PCR and Rapid)
* Label, collect, and process patient specimens to ensure accurate test results

**Elite Ambulance- Schiller Park- EMT-B 08/2020 to 07/2021**

* Performed safety inspections on equipment, and ambulance.
* Respond to 911 emergency and non-emergency calls confidently, efficiently and immediately.
* Performed rapid patient assessments, prioritized care needs accordingly, and monitoring response to treatment during transports.
* Provide detailed documentation of assessment, treatment and any changes in patient condition

**Johnston and Murphy – O’hare Airport- Sales Associate 10/2019 to 03/2020**

* .Greeting customers, responding to questions, improving engagement with merchandise, and providing excellent customer service.
* .Operating cash registers, managing financial transactions and balancing drawers.
* .Increasing in-store sales.
* .Maintaining a clean appearance throughout the sales floor.
* .Introducing promotions, deals, and opportunities to customers.

**United Signature Service - O’Hare Airport - *VIP Concierge*  09/2019 to present**

* Assist departing guests in pre-check-in, ticketing and baggage clearance.
* Be present at all scheduled flight landings and assist incoming guest with baggage clearance and directing them to transport facilities.
* Assist arrival guests with connecting flights in check-in, accessing the lounges, and transport them to the gate of departure at the right time.
* Built and maintained healthy relationships while interfacing confidently with people of diverse levels and backgrounds, resulting in increased business.

**Total Airport Services (TAS) - O’Hare Airport *- Dispatcher*  02/2018 to 09/2019**

* Prioritize calls based on need assessments.
* Communicate clearly and positively with coworkers and management.
* Use customer service skills to answer phones and assist customers with potential orders.

**Spirit Airlines - O’Hare Airport - *Passenger Service Agent* 10/2017 to 02/2018**

* Answered customers’ inquiries regarding flight schedules, fares, space availability for a particular flight and other questions that may arise.
* Assisted with issuing tickets, collecting payments (credit card only) from customers and making changes to customers' reservations- checked in the passengers to ensure they had the right tickets to their desired destination.
* Checked in customer’s baggage and tag those bags with the proper identification.
* Responded to customers' inquiries and properly provided service for special care passengers.

**Volunteer Experience**

**Food Dispatch Center Orientation 2020**

**Covid-19 Dispatch center- City of Chicago**

* Taking calls through the 311 centers from Chicagoans who don’t have access to food and working to resolve the request for food to be delivered to the caller or picked by the caller from the city’s distribution locations.

**Physicians Committee for Responsible Medicine 2019**

***International Conference on Nutrition in Medicine***

Attended a conference discussing how plant-based diet could help prevent, treat and reverse chronic diseases.   
  
**Chicago Language exchange café 2017-2020**

Helped and taught many people who want to learn Arabic for their first time.

**PETA’s action team –Online service 2017/2018**

* Made a video-demo for science students explaining a program called “The Digital Frog 2.5” to use in labs.
* Uploaded that video on YouTube for more students to access and learn from it.

**Certifications**

* CPR and First Aid certificate
* Emergency Medical Technician (EMT-Basic certification)-(NREMT)
* Medical health interpreter (Arabic/English)

**Computer Skills**  
Microsoft Office: Word, Excel and PowerPoint

**Languages**

Bilingual: Fluent in English & Arabic