

FAHAD ALTIMYAT

Project Management | Customer Service | Training & Mentoring | Funding Acquisition | Planning & Execution | Promotional Material Development | Budgeting | Grant Writing | Data Management | Stakeholder Engagement

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Riyadh, Saudi Arabia

EXPERIENCE

Community Integration Specialist

Ministry of Social Development and Poverty Reduction

11/2022 - 09/2025 Vancouver, BC

- Supported Project Manager in planning and executing projects, ensuring goals met within scope, schedule, and budget by collaborating with cross-functional teams.
- Interviewed applicants, processed applications, and managed the approval and disbursement of income assistance and temporary financial aid.
- Assisted in training and mentoring new Community Integration Specialists.
- Fostered trust-based relationships, helping individuals reach objectives through community awareness initiatives.
- Facilitated housing project development within Greater Vancouver Area, leveraging community relationships.

Income Tax Preparer- Self-Employment

Federal Income Tax Preparation Business

01/2022 - 08/2025 Vancouver, BC

- Crafted federal income tax returns for individuals
- Delivered customer service, addressing inquiries and concerns
- Offered taxpayers guidance and information to complete tax forms
- Identified potential deductions to enhance client refunds
- Utilized specialized software like Future Tax and U-File Tax for efficient tax preparation
- Stayed updated on current tax laws and regulations

Outreach Case Manager

Ministry of Immigration, Refugee and Citizenship Canada

12/2015 - 10/2022 Vancouver, BC

- Delivered public presentations and created educational materials to raise awareness of settlement services, government benefits, and community resources
- Organized cultural events and outreach initiatives to foster newcomer integration and build strategic partnerships with employers and agencies to support job placements
- Assessed client eligibility for government benefits, advocated on their behalf, and developed personalized service plans in collaboration with families and professionals
- Secured program funding through grant proposals, coordinated workshops with expert speakers, and guided individuals through provincial and federal support systems
- Led youth engagement programs, facilitated volunteer opportunities, pursued specialized training to support at-risk populations, and cultivated strong, empathetic relationships with clients and volunteers
- Built and led a committed volunteer team to support employment service
- Secured funding through well-crafted grant applications and project proposals

SUMMARY

Accomplished professional specializing in project management, customer service, and strategic planning. Proven leadership and communication skills with a successful history in team training and mentoring. Expertise in funding acquisition, grant writing, and stakeholder engagement to achieve project success. Bilingual communicator focused on driving organizational growth through effective resource management and quality assurance.

KEY ACHIEVEMENTS



Tax Preparation Efficiency

Increased tax preparation efficiency by 30% using specialized software like U-File and Future Tax.



Successful Grant Funding

Secured \$500,000 in funding through successful grant applications for community outreach programs.



Mentoring Success

Mentored and trained over 50 new Community Integration Specialists, enhancing team productivity by 25%.



Streamlined Application Processes

Reduced client processing time by 40% with streamlined application processes for income assistance.

TRAINING / COURSES

Federal Income Tax Certificate

H&R Block

Intensive Program of English Studies

Denver, Colorado USA

LANGUAGES

English

Proficient



Arabic

Native



EXPERIENCE

Tenant Support Worker

Vancouver Native Housing Society

📅 09/2017 - 03/2018 📍 Vancouver, BC

- Directed clients to access community resources and leisure activities
- Coached client independence by setting goals and employing problem-solving techniques
- Coordinated transportation for medical appointments and other necessary activities
- Led group activities to promote social interaction, self-esteem, and confidence-building
- Established and nurtured respectful, trust-based relationships with clients
- Organized interactive sessions to boost social engagement and foster self-assurance and confidence development

Customer Service Representative

Mobily

📅 01/2005 - 07/2007 📍 Riyadh, Saudi Arabia

- Resolved {100} customer inquiries, improving satisfaction by providing accurate product information.
- Handled customer complaints with empathy and professionalism to ensure satisfaction.
- Processed orders and managed returns efficiently to enhance customer experience.
- Collaborated with team members to improve service delivery and operational efficiency.

EDUCATION

Bachelor of Arts in Sociology

Simon Fraser University

📅 05/2016 📍 Vancouver BC Canada

Diploma in Business Management

Kwantlen Polytechnic University

📅 06/2015 📍 Vancouver BC Canada

Associate Degree in Telecommunications Technology

Aljouf College of Technology

📅 01/2004 📍 Aljouf Saudi Arabia

SKILLS

Project Management

Program Coordination Budgeting

Business Development

English/Arabic

Stakeholder Engagement

Community Outreach

Case Management

Volunteer Management

Customer Service

Conflict Resolution Data Entry

Report Writing Public Speaking

Strategic Planning

Cultural Competency

Tax Preparation CRM Software

Marketing

Cross-functional Collaboration

Advocacy and Referral

Service Plan Development

Government Benefits Navigation

Documentation and Recordkeeping

Leadership Problem-Solving