Dergham Al-Alami

Lexington, Kentucky

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Languages: English is my first language. I speak Arabic well. I know a little Turkish.

Summary

I am in Lexington, Kentucky. I have more than six years of customer support, in person and by email. For more than four years I was assistant manager at Blue Blood Liquor. I trained the team, and for several months I ran the store myself. I handled cash, bank deposits, vendors, and hard customers. In 2025 I ran my own eBay shop and answered buyers by email.

Work Experience

Construction Laborer
Al Alami Inc | November 2025 to Present
- Set up work areas, handle materials and debris, and use basic hand and power tools.
- Keep the site safe, clean, and easy to walk through.

eBay Seller
Self-employed, Lexington, Kentucky | May 2025 to October 2025
- Ran the shop: research, prices, photos, listings, customer email, offers, packing, and shipping.
- Wrote clear listings and answered buyers by email.

Assistant Manager
Blue Blood Liquor, Lexington, Kentucky | March 2021 to May 2025 | Full time
- Ran the store day to day: customer service, inventory, displays, cash handling, and a busy point of sale register.
- Trained the team and split up the work. For several months ran the store myself.
- Made bank deposits, paid vendors, handled complaints, and kept regular customers.
- Listened to difficult customers, even drunk ones, settled the problem, and kept the shop calm.

Associate
Subcity Market, Lexington, Kentucky | January 2019 to March 2021 | Part time
- Helped customers and rang up cash and card sales on a point of sale register.
- Took in shipments, stocked inventory, kept displays neat, and kept the store clean and safe.

Skills

Customer service, point of sale (POS), cash handling, bank deposits, inventory, shipments, displays, vendor payments, training, customer complaints, eBay listings, pricing, product photos, email, packing, shipping, office software, material handling, hand tools, power tools.

Education

Bachelor of Science in Computer Science
University of the People | September 2021 to August 2025
GPA 3.42 out of 4.00. President's List. Dean's List. Earned while working.
Accredited by the WASC Senior College and University Commission.

High School Diploma
Frederick Douglass High School, Lexington, Kentucky | May 2021 | GPA 3.78 out of 4.00

Certifications

Undergraduate Certificate in Network and Application Security
University of the People, Department of Computer Science | September 2025
Earned through school coursework.

Volunteer Experience

Environmental Cleanup
Jacobson Park Community Cleanup, Lexington, Kentucky | October 2018 to November 2018
Helped clean up the park.