



# Iman Ashkar Mubarak Zowayed

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## Work experience

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Dubai World

Jan,2012 — present

CSR & Contact Center representative

Sense I worked as a CSR, CRM & Contact Centre representative , I'm able to communicate clearly and effectively with others making presentations. I am organized and remain a positive thinker with a positive outlook. I bring my creative side and strive to be imaginative when dealing with a task I am able to follow instructions.

## Professional Skills

Strategical skills-Interpersonal skills – marketing skills-Time management skills-organization skills-Mathematics skills-Working under pressure- Multi task skills- Enthusiastic about chasing international awards & organizing events.( especially CSR projects)

Being able to use technology to produce detailed reports and communicate across different department is a necessary skill.( MS Word,Microsoft Office Excel, Microsoft Office Power Point, Movie Maker, Microsoft Office Outlook, Skype)

## Qualifications

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Certificate of Business school from Oriel College, University of Oxford, United Kingdom

## Education

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Quality & Strategic Management

Feb,2012 — Dec,2016

Higher Colleges of Technology

This major provides the knowledge, skills and values to apply their knowledge to analyze complex business situations – external or internal to the organization -, and identify important Quality and Strategic Management issues arising in an evolving business environment; or evaluate complex situations and diagnose problems or improvement opportunities. which enable the graduate to develop processes and evaluate information to improve the performance of various organizations, and contribute to the development and realization of his strategic plans. The major is benchmarked against the US ASQ (American Society for Quality) curriculum.

The list of planned courses reads as follows:

#### Bachelor of Applied Science Business Administration (Quality and Strategic Management) Semester 7

- ISO Standards and Excellence
- Strategic Marketing Management
- International Quality Management Systems
- Advanced Strategic Management
- General Studies

#### Bachelor of Applied Science Business Administration (Quality and Strategic Management) Semester 8

- Strategic Human Resource Management
- Strategic Decisions with Management Science
- Strategic Supply Chain Management
- Industry Project
- Quality Management Tools and Metrics

## References

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References available upon request.