

# Majd Samer Askar

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Nationality: Iraqi

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Place of Birth: Baghdad, Iraq

Erbil, Kurdistan, Iraq

Date of Birth: 24th of July, 2004

## Professional Summary

Highly motivated and energetic individual with excellent communication and interpersonal skills, eager to apply a strong passion for customer service in a call center role. Skilled in problem-solving, active listening, and multitasking efficiently. Maintains a positive and adaptable attitude in fast-paced environments, always prioritizing customer satisfaction. Quick to grasp new systems and processes, with a strong enthusiasm for teamwork. Committed to handling customer inquiries effectively and ensuring a seamless service experience.

## Skills

- Strong problem-solving abilities
- Excellent time management
- Ability to perform under pressure
- Proficiency in Microsoft Word & Excel
- Team collaboration and leadership

## Languages

- Arabic - Native proficiency
- English - Professional working proficiency

## Education

### Bachelor's in Software Engineering

Salahaddin University, Erbil

#### Relevant coursework:

- Data Structures and Algorithm Analysis in Java
- Advanced C++ Programming Cookbook

*Oct 2022 - Present*

## Certificates

### Artificial Intelligence Workshop Certification *(Jul 2024)*

- Successfully completed an intensive workshop on Artificial Intelligence fundamentals and applications
- Earned certification in AI principles through hands-on training

**NEBA Entrepreneurship Training** *(Oct 2024)*

- Completed training focusing on business development and entrepreneurial skills
- Developed a comprehensive business plan including market analysis, financial projections, and growth strategies