

Siraj suleman Hamad
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Education

University of Al Anbar

- Graduated in 2019

Bachelor of Department :English language

Volunteer Experience

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| • UNDB org | Feb 2018-July 2019 |
| • Associate In DRC | Feb 2020– April 2020 |
| • Assistant in ICRC | August 2020- Oct 2020 |

Working Experience

- Incentive worker (Sabe'a Snabul org. (SSORD) for Relief and development)
Mar 2019- May 2019.
- Worked as Translator/interpreter in Flay Turkish office
2019- Oct 2020
- Tour Guide in Jawa office(Erbil-Iraq) May 2019 – Nov 2019
- Cashier in Venos market (Erbil-Iraq) Jan 2017- May2018
- Accountant in Company (Blad Sham -Baghdad) Dec 2019- Feb2020
- Logistic Assistant in NPA org Dec 2020 – 2021

Certificates

- Safeguarding (certification) from kaya web online courses.
- Holds identification from Associate of Iraqis translator as a translator .
- Certification in easiest way to explain from Oxford (online courses) .
- Excel, Office, and PowerPoint from Jihan University.

Qualifications

- Fluent in reading, writing, and speaking Arabic and English
 - Computer programs (Microsoft Office, excel powerpoint) •Preparing reports an achievement of project .
 - Flexible in work
 - Experience working in the region an advantage
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- **Telephone skills**
 - **Communication skills (listening, questioning)**
 - **Customer orientation and ability to adapt/respond to different types of characters**
 - **Complaint handling skills**
 - **Analyzing information**
 - **Ability to stay calm when customers are stressed or upset.**
 - **Comfortable using computers.**
 - **Experience working with customer support.**
 - **Ability to learn new things new job new languages.**

Languages

English : Fluent

Arabic : Fluent

Kurdish : Basically