

Pawan Abdulrahman Jumaah

Bachelor in English Language - Branch Manager - Al Janah Co.

25 February 1998 - Iraqi - Male



Shawes, Erbil-Iraq



0750894 3049



pawan.akreyi@yahoo.com

A multi-skilled individual, holder of bachelor degree in English language, possess professional skills in Humanitarian field, Branch Manager, supervisor, finance, data entry, information verifier, photographer distribution of assistance among refugees and IDPs, and customer service, with good communication, negotiation and administration skills, a professional team member and a great leader who has contributed to the success of his work. Very motivated, and self-initiative, currently looking for a challenging opportunity to fulfill my eager to development and success.

HIGHLIGHTS

- Bachelor degree in English language.
- Holds a valid driving license since 2016.
- Data collection & administration skills.
- Data analyze and reporting skills.
- Professional time management skills.
- Experience team working with leading roles.
- Experienced humanitarian activist.
- Professional Linguists, interpreter & translator.
- Supervisor, Finance & Logistics.
- Speaks Fluent English, Arabic & Kurdish languages.
- Excellent Microsoft Office skills.
- Previous experiences of working with NGOs.

EDUCATION & TRAINING

2022	Human Resource Management (HRM) training course	Duhok, Iraq
2021	IELTS Preparation Course & Certification	Erbil, Iraq
2020	DUHOK UNIVERSITY/ COLLEGE OF LANGUAGES/ ENGLISH DEPARTMENT Bachelor degree in English language & literature	Duhok, Iraq
2018	RWANGA ORGANIZATION CV making and job search training course	Duhok, Iraq

WORK ACHIEVEMENTS

Wan Hotel **July 2023 – Present**

Front Desk Agent – Duhok, Iraq (Part-time)

- Providing prompt, courteous and efficient service to all guest.
- Processing accounts from check-in to check-out.
- Conducting in room & hotel familiarization and assist guest in hotel activity enquiries / requests.
- Accurately administer Front Desk cashing standards and comply with all laid down systems, policies and procedures.

Talabat Company – JDE **July 2022 – July 2023**

Branch Manager (Logistics) – Duhok, Iraq (Full-time)

- Hired more than 85 riders to work as delivery drivers with Talabat company.
- Gave new drivers the training course of delivery.
- Supervised the performance of drivers in the company.
- Making reports of daily cash and monthly salaries.
- Everyday collecting money from the drivers and transferring them to the company.
- Preparing expenses reports each month and dealing with the office needs.

Talabat Company – Gate of Rawanduz August 2021 – April 2022**Supervisor– Duhok, Iraq (Full-time)**

- I have given the delivery training course to nearly 100 applicants.
- I was responsible for managing the workflow and training new hires on how they can best serve customers and teams of employees.
- I hired more than 75 riders, applied them in Talabat hiring website which is the basic company of delivery.
- I used to take daily cash collection from the riders.
- Supervisory of riders' performance was another main duty.
- Made the sheets and excels of Daily Collections slips and Salary Slips.

ACTED March 2020 – January 2021**Team Leader – Duhok, Iraq (Full-time)**

- Created an inspiring team environment with an open communication culture.
- Delegated tasks and set deadlines
- Discover training needs and provide coaching.
- Suggested and organized team building activities.
- Listening to team members' feedback and resolve any issues or conflicts.
- Motivated team members.
- Preparing daily and weekly activity reports.

RWANGA HUMANITARIAN ORGANIZATION (Volunteer)**February 2018 – March 2018****Data entry, Contact staff & Post evaluation assistant - Duhok, Iraq (40 hours per week)**

- The vital purpose of the activities, consisted of identifying people for vocational training and recruitment.
- As part of my employment, I would contact people, filling applications using Cobo tablet.
- Ask the chosen people regarding their personal details, family, social and economic situation.
- Identify the right candidate for training and advise them regarding starting a new project.
- Contacted a round 200 candidates, interred and saved and submitted their details electronically.

LAV LEARNING INSTITUTE – Foreign Staff driver and Translator**2016 - 2017****Interpreter & driver- 12 months' employment – Duhok, Iraq (32 hours per week)**

- During these 12 months' contract, I joined Miss Barbara within all her tours and visits in the area.
- Transported her to her meetings, coordination and liaising visits, such as to Newroz university.
- Carried out the interpretation of her speeches and communications with the university.
- Also accompanied her within her daily and socializing events, interpreting her communications.
- As a transporter beside my linguistic skills, I would check the destinations and routs before moving.
- I would also make sure the destination, and roads are safe and secured before traveling.

CALLIOPE FASHIONSHOP- TERRANOVA BRANDS**2015 -2016****Sales Person - Duhok, Iraq (Full-time)**

- Responsible for services, welcoming customers, provide assistance & conduct the selling.
- Worked from 11am till 12 pm, occasionally till the morning, handling 100-150 customer per day.
- Establishing & identify prices of goods, services and apply discounts in applicable
- Bag, box or wrap packages & pleasantly deal with customers to ensure satisfaction
- Acting as the main person responsible for displaying the products and order missing stock.
- Providing excellent customer service while on the selling floor, fitting room and front end
- Making sure the store is always fit, organized and full of stock.

TECHNICALSKILLS

- Use of computer professionally, word, excel, browsing internet and emailing skills.
- Possess excellent communication skills, professionally connecting with people of all levels especially foreign language speakers.
- Very good interpersonal skills with effective verbal and written communication.
- Excellent team work member with good time management and organization skills.
- Demonstrated creative and collaborative approach to problem solving & intermediation.
- An excellent humanitarian project associate can facilitate services and manage roles and duties.
- Perfect accounting and cash handling skills, very accurate and precise in details.

LANGUAGES

Languages	Understanding	Speaking	Reading	Writing
Kurdish (Native)	Fluency	Fluency	Fluency	Fluency
Arabic	Fluency	Fluency	Fluency	Fluency
English	Fluency	Fluency	Fluency	Fluency
French	Very good	Very good	Very good	Very good
Turkish	Fluent	Fluent	Very good	Very good

Reference

Ahmed Hawre	+9647504247777	Ah.mawlud@gmail.com
Omer S Mohammed	+447949298573	Ramon9991@yahoo.co.uk
Barbara Ann White	+9647511080247	barbwhite.bw@gmail.com
Roz Taher	+9647502195747	<u>Roz.taher@talabat.com</u>