Kinan Mayala
Male

Contact Info
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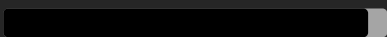
Languages

Arabic	| Native Speaker – C2
Russian	| Native Speaker – C2
English	| Advanced – C1
Japanese	| Intermediate – B1

Technical Skills
Microsoft Office:
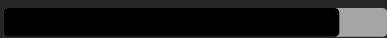
Windows & Linux OS:

Open Data Kit (ODK):
KoboToolBox, SurveyCTO, etc.
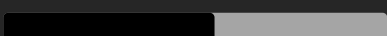
Analysis Software:
PowerBI, SPSS, Tableau, etc.

IT Troubleshooting:
(Both Hardware and Software)

Adobe Package:
(Photoshop, Illustrator, etc.)

Service Mapping:
ArcGIS, QGIS, Google Earth, etc.

Programing Languages:
(HTML, PHP, CSS, etc.)

Visio BPMN:

Personal Profile
I am an IT Engineer, with experience in Administrational jobs, and currently based in Erbil. I worked in different Administrational positions, and gathered significant amount of experience during that time. More importantly, I worked in different countries, which required me to keep using different languages, and communicate with people from all over the world. After 12 years of experience, currently seeking a new challenge which will utilize my meticulous attention to detail, and friendly, professional manner.

Work Experience

IT Engineer and Interpreter | HESCO Company - Oil and Gas Sector
Jul/2017 – Feb/2019 | Damascus – Syria
- Interpretation from Arabic to Russian and English and Vice versa.
- Translating Official Documents from Arabic to Russian and English and Vice versa.
- Maintaining the Servers up and running.
- Maintenance of the work equipment (Laptops, network and servers)
- Support the field staff with any technical issues.

Quality Specialist | SyriaTel Telecom
Jun/2017 – Jun/2018 | Damascus – Syria
- Updating old ISO IT, IS (Information Security) and Mobile Applications Process documentations.
- Drafting new ISO Documents (Processes, Procedures, Work Instructions, etc.)
- Coordinate meetings between different departments to resolve issues, and propose a clear plan to move forward.
- Monitor departments to ensure the application of ISO Documentation, and ensuring the procedures were followed.

Project Manager, Public Relationship Dep. | Synergy University
Jul/2015 – Nov/2016 | Moscow – Russian Federation
- Managing a team of 14 personnel to implement the project and build awareness for Synergy University.
- Creating an Oracle Database for the project to document the colleges and high schools in ex-soviet union countries.
- Open a communication line with the Colleges and High-Schools in Ex-Soviet Union Countries.
- Assigning tasks and responsibilities to my team.
- Create and maintain a good relationship with our new partners.
- Sponsoring bright High school students with full scholarship

Assistant HR Manager | Rami Company
Aug/2014 – May/2015 | Damascus – Syria
- Archiving and Organizing all the HR files for employees.
- Creating an Access Database for the company to document the employees.
- Liaising between the management and the employees when it comes to major disagreements.
- Responsible for recruiting senior employees in coordination with the department.
- Identify best practices and organizational efficiencies, as well as coach and train line managers to properly apply human resource policies and procedures within the various departments.
- I was the focal point for complaints handling system within Rami Company.

Assistant General Manager | Abjad Hawaz

Apr/2012 – Mar/2014 | Damascus – Syria

- Forecast and follow up on staffing, workload and performance results to meet business demands for workload and performance results.
- Investigate and ensure associate, customer and supplier concerns are resolved, using own judgment or consulting others when needed.
- Manage assigned financial aspects and following up on the budgets.
- Making sure the projects are achieving their expected results according to the agreed-upon schedules.
- Responsible for following up with customers and make sure the IT solutions that were provided met their expectations.

CEO Assistant | Kassam IT

Feb/2010 – Mar/2012 | Damascus – Syria

- Translating company's portfolio from English to Russian for our office in Dubai.
- Coordinating with Dubai Office to facilitate the establishing a new branch in Ex-Soviet Union Countries.
- Establishing a new communication line with companies in Ex-Soviet Union Countries to enter the market.
- Creating schedules, taking MOM, validating all the documents and passing them to the CEO to be signed.
- Quality Assurance follow-up for the provided IT solutions.

Reservation Officer | Al-Rakiyah For Travel & Tourism

Jul/2007 – Oct/2009 | Dubai – UAE

- Checking on the availability of accommodations or transportation on a traveler's desired travel dates.
- Reserving and taking payment for hotel rooms, ship cabins, tickets for transportation as well as other travel products.
- Assisting customers choose among a variety of travel options.
- Selling add-on travel products, such as tour tickets, travel insurance or upgraded seats or accommodations.
- Providing support to customers who have already made a travel purchase by confirming, changing or canceling reservations.

Education and Certifications

- Graduated with **BSc in Computer Engineering** from International University for Science and Technology in Damascus – Syria | 2009 – 2013

Achievements

- *During my work with SyriaTel as a Quality Specialist, I enhanced Enterprise Resource Planning (ERP) Functionality by drafting documentations to cut down on the approvals cycles to handle troubleshooting. Which made the response time for resolving issues faster, and in turn enhanced the quality of work.*
- *Again, during my period with SyriaTel, I established a process for resolving IT Technical issues, by creating a panel of 4 Managers to handle unidentified IT troubleshooting within the company, by creating an Automated System controlled by the main IT Manager.*
- *While working in Rami company, I used my IT background to create a database to digitalize all HR files, and build the capacity of the team including my manager, to use the database in proper efficient way. Which helped the company to cut down on paper use, and adapt green and environmental-friendly approach.*