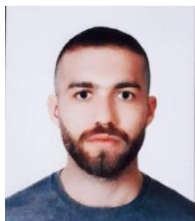


PERSONAL INFORMATION George Bana



(Iraq - Erbil)
+964 0751 362 3974
george.banna561@gmail.com

Sex Male | Date of birth 10 Sep 1996 | Nationality Syrian

WORK EXPERIENCE

14 Aug 2014–1 May 2016

Customer service representative

Syriatel Company, Damascus (Syria)

- I was working in the customer service center and communication department
- Help customers with all their services on their line
- In addition to receiving the Facebook page and helped customers through social networking pages
- I got three cards a team and this shows how I deal with customers professionally and tactfully .

5 Jul 2016–1 Jul 2017

Sales Department And Technical Support

Integrated technologies LTD, Damascus (Syria)

- I worked for Integrated Technologies, which sells vehicle tracking devices, surveillance cameras and servers
- worked in the department of selling surveillance and tracking vehicles and surveillance cameras
- In addition to my work in the technical support section of the vehicle tracking system (teltonika system) and (arvento system)
- I help customers keep tracking of their vehicles and help them in cases of theft, turn off the engines, determine the speed of the vehicle in addition to a lot of services that help them and keep their vehicles in a safe situation

13 Oct 2017–30 Jun 2018

Promotion and Marketing Department

Al Srouji Group, Damascus (Syria)

- Group specialized in training and qualifying human cadres
- I worked in the promotion and marketing department through social networking sites
- Attract clients and promote Al-Srouji Group to register for the courses conducted by the Group
- We carry out all the courses that help the human cadres to start in the field of work after the completion of university study

EDUCATION AND TRAINING

01/11/2014–30/09/2018

Business Administration Department

Damascus university faculty of economics, Damascus (Syria)

1 Jun 2017–1 Aug 2017

ICDL , International Computer Driving Licence

CCIT classmates, Damascus (Syria)

- An internationally recognized certificate sponsored by UNESCO, demonstrating its ability to use

basic PC applications

- Includes basic concepts of computer use, basic applications and workplace use

▪ **Things you can learn during the course :**

- Basic Concepts of information technology
- Using the computer and managing files
- Word-processing
- Spreadsheets
- Database
- Presentation

1 Oct 2017–20 Dec 2017 **Marketing And Communication Skills**

CCIT Classmates, Damascus (Syria)

- A set of processes or activities that discover customers' desires and develop a range of products or services that satisfy their desires and make a profit for the organization within an appropriate period of time. Marketing can be defined as the art of selling, but sales are part of the process
- A set of mechanisms that create and deliver value to customers and deal with customers in a way that benefits the organization

PERSONAL SKILLS

Mother tongue(s) Arabic

Foreign language(s)

English

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
B2	B2	B1	B1	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills - communication skill is excellent through my previous work

- Good communication with different ages that help me get closer to people without disturbing them

Job-related skills - Keen on work
 - Hard Working
 - Social spirit and solid belief in teamwork

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Proficient user	Basic user		

Digital skills - Self-assessment grid