

# Muhammad Falah

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## Profile

Highly-Organized person with a Bachelor's Degree in Business Administration with over a year of professional experience with dealing with customers. Eager to work at **Data Code** as an office administrator to apply my previous experiences to the field.

## EXPERIENCE

### Lezzoo, Erbil— Customer Service Agent

Oct 2020 -Aug 2021

Managing an amount of phone calls from customers and resolving any issues that they have with any order. leading the night shift team and making sure they follow the company's procedures and monitor their work.

### DOT., Erbil— Sales Representative

Jan 2020 - Jun 2020

Selling products and services using solid arguments to prospective customers, perform cost benefit analysis of existing and potential customers..

## EDUCATION

### Cihan University, Erbil— Business Administration

Sep 2019 - Sep 2021

Studied the way of managing an organization's resources and people, my graduation research was published in the Universities' annual conference.

## SKILLS

Communication.

Leadership.

Experience and Knowledge with Microsoft.

Ability to adapt to the work environment quickly.

## AWARDS

ToeFl with a 72 out of 120 mark

## LANGUAGES

Arabic - Fluent

English - Excellent

Kurdish - Very Good

Turkmani - Very Good