

DIYALA MUHAMMEDKHER HESSO

OBJECTIVE Seeking a challenging position in a company or an organization that offers professional growth and an opportunity to contribute to its mission.

WORK HISTORY

[Customer Care and Receptionist, UMG Company, Erbil]

[Dates 12/2021 – Now]

- Answer incoming calls and respond to customer's emails
- Manage and resolve customer complaints
- Identify and escalate issues to supervisors should it require management decision to solve it
- Report to the management team trends in customer calls / complaints
- Provide products and service information to customers

[Customer Service Representative, Nasspay Company, Erbil]

[Dates 6/2021 – 9/2021]

- Selling Nasspay cards and register customers
- Dealing with customers
- Manage and resolve customer complaints
- Provide products and service information to customers

[Customer Service, Korek Company, DaraShakran Camp]

[Dates 7/2014 – 12/2016]

- Selling Korek telecom credits and sim cards
- Dealing with customers
- Solve the problems of sim cards
- Internet activation
- Provide products and service information to customers

[Teacher, Save the children Organization, DaraShakran Camp]

[Dates 2/2015]

- Teaching children different materials
- Carrying out various activities for children
- Attention to children's safety

[Volunteer, Al-Massalla Organization, DaraShakran Camp]

[Dates 2/2014 – 6/2014]

- Developing a monthly work plan in cooperation with the director of the women's social center
- Raising awareness and creating awareness among women and girls about reproductive health issues and early marriage
- Fill out the form for cases to be collected in a unified weekly report prepared by the director of the center
- Raising awareness about the services available at the center
- Distributions

[Coordinator, Al-Mesalla Organization, DaraShakran Camp]

[Dates 12/2013 – 1/2014]

- Supervising Volunteers
- Supervising training courses
- Registration of beneficiaries in trainings
- Supervising the working hours of the volunteers
- Schedule the daily activities of the trainees
- Supervision of distributions

EDUCATION [GRADUATED, BAYAN UNIVERSITY, ERBIL, 2017-2020]

Graduation of Computer Science department

ACHIEVEMENTS [POINT ORGANIZATION]

[Dates 7/2020]

Data Analysis Certificate

[NIUVERSITY ORGANIZATION]

[Dates 7/2020]

Speaking in Public Certificate (Maharat min Google)

[SPARK WITH PARWIN ORGANIZATION]

[Dates 9/2019]

Civic Leadership Program Certificate

Skill Training Certificate

Economic Empowerment Program Certificate

[CANADIAN TRAINING CENTER OF HUMAN DEVELOPMENT]

[Dates 9/2019]

Entrepreneurship and Business Skills Training for MSMEs

Certificate

[SPARK WITH AYADI ALSALAM ORGANIZATION]

[Dates 10/2018 – 12/2018]

English Course Certificate (Pre-Intermediate Level)

[SPARK ORGANIZATION]

[Dates 9/2018]

Civic Leadership Program Certificate

[IRC ORGANIZATION]

[Dates 4/2016 – 8/2016]

English Language Certificate (Beginner Level)

LANGUAGE SKILLS [KURDISH]

Native Language

[ARABIC]

Proficient level

[ENGLISH]

Intermediate level

COMPUTER [MICROSOFT (EXCEL, WORD, POWER POINT)]

SKILLS Intermediate level

[HTML, CSS, JAVA SCRIPT]

Intermediate level

OTHER SKILLS

- Planning and Analytical Skills
- Communication Skills
- Teamwork Skills
- Initiative