

# Fatma Othman Ismail

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## Personal Statement

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I am energetic, flexible ambitious and creative person. I have experience in running, managing, marketing and promoting business's social media accounts. I am hard-working and punctual, well-organized and able to work under pressure.

## Work Experience

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### Social Media Admin

*Dessert shop*

**Feb 2020 – Present**

**Erbil, Iraq**

Responsibilities:

- Responsible for running, promoting and monitoring the social media accounts.
- Designing the virtual Ads such as the videos and the posters.
- Designing website for the business.

### Customer Service Assistant - Trainee

*SAS Automotive Services (Authorized Toyota Dealer)*

**Oct 2019 – Nov 2019**

**Erbil, Iraq**

Responsibilities:

- Responsible for receiving complaints and handle it.
- Responsible for receiving incoming phone calls from clients.
- Making a follow up after sales & maintenance at Toyota Iraq.
- Making a marketing study at Toyota Iraq.
- Making a news clipping report at Toyota Iraq.
- Assist in running the social media accounts (FB, Instagram) and replying to comments and messages at Toyota Iraq.

### Volunteer

*Judy Organization for Relief and Development*

**Jul 2019 – Sep 2019**

**Erbil, Iraq**

Responsibilities:

- assist the team in organizing and facilitating various entertainment and educational activities for children.
- Preparing excel data sheets.
- Recording the collected Data into the respective sheets/forms.
- Entering the beneficiaries' data into the data base.

## Education

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University of Mosul

College of Engineering – Department of Mechatronics

Bachelor's degree in Mechatronics Engineering

**Oct 2016 - Jun 2019**

**Mosul, Iraq**

## Languages

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Arabic

Kurdish

English

Native

Fair

Very Good

## Computer Skills

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- Microsoft Office (Word, PowerPoint, Excel).
- Good command of Using the Internet
- Good command of running social media accounts

## Training and Certificates

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**Fundamentals of Digital Marketing (online)**

*By Google*

**Feb 2020**

**Communication Skills**

*By Top Mountain Company*

**Feb 2020**

**Erbil, Iraq**

**Designing big scale activities / M&E, Needs Assessment**

*Judy Organization for Relief and Development*

**Aug 2019**

**Erbil, Iraq**

## Other Skills

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Teamwork, Coordination, Organization, Time Management, Inventory Control, Data Entry Skills

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**All documents, certificates and references are available upon request**