

Karwan Tarek Zardis

Date of Birth: 1st Nov 1984

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Education (Academic Degrees):

- Diploma degree at Technical Institute – University of Mälardalens Högskola - in Sweden

EMPLOYMENT AND WORK EXPERIENCE:

- Sales executive - Tri-Star International general trading company in Erbil from June 2019 up to date.

Main duties and responsibilities:

- Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.
- Act as a bridge between the company and its current market and future markets.
- Display efficiency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers.
- Assist management in forthcoming products and discuss on special promotions.
- Review their own performance and aim at exceeding their targets.
- Record sales and order information and report the same to the sales department.
- Provide accurate feedback on future buying trends to their respective employers.

EMPLOYMENT AND WORK EXPERIENCE:

- Workshop supervisor-Aljawahir Company/ Erbil from January 2015 up to February 2017.

Main duties and responsibilities:

- Assist the team understand performance targets and goals.
- Train or ensuring that workers are properly trained for their specific role and schedule work hours and shifts.
- Coordinate job rotation and cross-training.
- Sharing company updates, financial results, and new objectives with team members.
- Assist in resolving emergencies, such as a quality or customer problem that might be escalated to the team supervisor for handling.
- Identify and resolving workplace problems including tardiness or absenteeism.
- Provide reports and activity updates to management.
- Assisting in hiring and firing activities, a supervisor often requires the managerial approval of all new hires or terminations.

EMPLOYMENT AND WORK EXPERIENCE:

- Team leader – Oskan Company, Erbil Iraq Kurdistan Region from January 2015 up to February 2017.

Main duties and responsibilities:

- Supports team manager and performs management duties when manager is absent or out of office
- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Assists management with hiring processes and new team member training
- Answers team member questions, and assisting with team member problems, and oversees team member work for quality and guideline compliance.
- Communicates deadlines and sales goals to team members.
- Develops strategies to promote team member adherence to company regulations and performance goals.

- Conducts team meetings to update members on best practices and continuing expectations.
- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines.
- Ensures company brand materials and physical working spaces meet and exceed company presentation standards.
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.

EMPLOYMENT AND WORK EXPERIENCE:

- **Sales and service supervisor - Scania in Erbil from Nov 2013 up to Dec 2015**

Main duties and responsibilities:

- Understand customer needs and offer solutions and support.
- Organize and coordinate sales representatives' schedules.
- Research potential leads from business directories, web search, or digital resources.
- Recruit, hire, and train new sales representatives.
- Receive and report on all sales leads.
- Supervise sales representatives and assistants.
- Answer potential customer questions and follow-up call questions.
- Work with sales team when closing sales.
- Track weekly, monthly, and quarterly performance and sales metrics.
- Meet all sales quotas and goals.

EMPLOYMENT AND WORK EXPERIENCE:

- **CNC Operator – Tunastalror, Sweden from August 2006 up to October 2013**

Main duties and responsibilities:

- Plans machining by studying work orders, blueprints, engineering plans, materials, specifications, orthographic drawings, reference planes, locations of surfaces, and machining parameters; interpreting geometric dimensions and tolerances (GD&T).
- Plans stock inventory by checking stock to determine amount available; anticipating needed stock; placing and expediting orders for stock; verifying receipt of stock.
- Programs mills and lathes by entering instructions, including zero and reference points; setting tool registers, offsets, compensation, and conditional switches; calculating requirements, including basic math, geometry, and trigonometry; proving part programs.
- Sets-up mills and lathes by installing and adjusting three- and four-jaw chucks, tools, attachments, collets, bushings, cams, gears, stops, and stock pushers; indicating vices; trimming heads.
- Loads feed mechanism by lifting stock into position.
- Verifies settings by measuring positions, first-run part, and sample workpieces; adhering to international standards.
- Maintains specifications by observing drilling, grooving, and cutting, including turning, facing, knurling and thread chasing operations; taking measurements; detecting malfunctions troubleshooting processes; adjusting and reprogramming controls; sharpening and replacing worn tools; adhering to quality assurance procedures and processes.
- Maintains safe operations by adhering to safety procedures and regulations.
- Maintains equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs.

- Maintains continuity among work shifts by documenting and communicating actions, irregularities, and continuing needs.
- Documents actions by completing production and quality logs.
- Update job knowledge by participating in educational opportunities; reading technical publications.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

EMPLOYMENT AND WORK EXPERIENCE:

- **Sales executive (Exclusive Employee) - AMA, Sweden from Oct 2005 up to Aug 2006**

Main duties and responsibilities:

- Prepare and deliver technical presentations explaining products or services to customers and prospective customers.
- Confer with customers and engineers to assess equipment needs and to determine system requirements.
- Collaborate with sales teams to understand customer requirements and provide sales support
 - Secure and renew orders and arrange delivery.
- Plan and modify products to meet customer needs.
- Assist clients solve problems with installed equipment
- Recommend improved materials or machinery to customers, showing how changes will lower costs or increase production.
- Assist in researching and developing new products.

Knowledge of Languages:

Languages	Speaking	Reading	Writing
Kurdish	Excellent	Excellent	Excellent
Arabic	Excellent	Excellent	Excellent
Turkish- Turkmani	Excellent	Excellent	Excellent
English	Very Good	Good Very	Very Good
Swedish	Excellent	Excellent	Excellent

Computer Skills

- **Ms Word: Very good**
- **Ms Excel: Very good**
- **Ms PowerPoint: Very good**
- **Ms access: Very good**
- **Ms access: Very good**