

# DIAR SALAM

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Erbil, Iraq | +964 750 339 6091 | Diyarsalam88@gmail.com

## Experience

### **DATA ENTRY SPECIALIST | EPU (SUMMER TRAINING) | JUN 2021 – AUG 2021**

- Receiving data of employees from colleges and institutes of Erbil polytechnic university and entering them into excel sheets.
- Validating the data and information, checking if there is any error in the data or missing data.
- Adjusting the sheets before final check and then sending it to ministry of higher education.

### **CASHIER | HOME MARKA | JAN 2023 – PRESENT**

- Greeting customers.
  - Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.
  - Ensuring the authenticity of all currency received daily using currency validator.
  - Entering data from hand-written account bill written by showroom salesmen into software system using computer.
  - Validating barcodes entered with quantity and price and making sure they are right.
  - Contacting with warehouse manager to ensure that the items are in stock.
  - Solving problems with the information provided and contacting with accounting manager in case of needing further information.
  - Calling the salesmen back if they did any mistakes in the account bill.
  - Follow up on outstanding payments and communicate with customers or clients to resolve any billing issues.
  - Update customer or client records with billing information in the system.
  - Issue receipts, refunds, Process returns and exchanges to customers.
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## Education

### **BACHELOR'S DEGREE IN STATISTICS AND INFORMATICS | COLLEGE OF ADMINISTRATION AND ECONOMICS, SALAHADDIN UNIVERSITY | 2018 - 2022**

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## Certifications and Courses

- CREATIVE WRITING AND DESIGN | JESUIT WORLDWIDE LEARNING - ST JOSEPH'S COLLEGE | SEPT 2022 – APR 2023
  - Creative Writing.
  - Graphic Design
  - Web Design.
- QUICKBOOKS ACCOUNTING/ENGLISH | WORKWELL | NOV 2022 – JAN 2023
- ADVANCED EXCEL | EDRAAK | DEC 2022

- ENGLISH FOR BUSINESS PROGRAM | AMERICAN CORNER ERBIL PLATFORM | DEC 2022
- ENGLISH FOR CAREER DEVELOPMENT | OPEN MOOCS | DEC 2022
- ONLINE BUSINESS MARKETING WORKSHOP | GMAC | DEC 2022
- DEVELOPING MICROSOFT EXCEL SKILLS | GMAC | NOV 2022
- 21ST CENTURY SKILLS | RE:CODED | OCT 2022
- BUSINESS IT/ENGLISH | WORKWELL | JUL 2022 – SEPT 2022
- LINGUASKILL TEST | CAMBRIDGE ENGLISH | AUG 2022

Score: B2

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## Soft Skills

- INTERPERSONAL COMMUNICATIONS
  - EMPATHY
  - TEAMWORK
  - TIME MANAGEMRNT
  - DATA ENTRY
  - ATTENTION TO DETAIL
  - BASIC MATH
  - CUSTOMER SERVICE
  - SALES
  - MULTITASKING
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## Computer Skills

- MS EXCEL
  - MS WORD
  - MS POWERPOINT
  - SPSS STATISTICS
  - STATGRAPHICS
  - QUICKBOOKS
  - ADOBE PHOTOSHOP
  - HTML
  - CSS
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## Languages

- KURDISH – NATIVE
- ENGLISH – UPPER INTERMEDIATE
- ARABIC – LOWER INTERMEDIATE