

# Ghada Alashab



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## WORK EXPERIENCE

August 2018  
May 2011

### **Zain Telecom Company, Baghdad**

#### *Agent Staff*

- Process paperwork for new employees and enter employee information into the payroll system.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Suggest and check alternate spellings, locations, and/or listing formats to customers lacking details or complete information.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

Mar 2010  
Feb 2008

### **Al-Tayf Company , Baghdad**

#### *Tender Translator*

- Translate messages simultaneously or consecutively into specified languages, orally or by using hand signs, maintaining message content, context, and style as much as possible.

## EDUCATION

May 2006

### **Al mustansiria University/ College of literature /English Department, Baghdad**

#### *Degree*

## ADDITIONAL SKILLS

- Typing
- Excel
- English translation