



Hussam Abdulkareem

Sales manager & Mall Manager
At SAMA Mall - Baghdad

Location: Baghdad, Iraq
Education: Diploma, Communications

CONTACT

Location: Baghdad, Iraq
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PERSONAL INFORMATION

Birth Date 5 August 1986 (Age: 32)

Gender Male

Nationality Iraq

Marital Status Single

Number of Dependents

Driving License Issued From Iraq

EXPERIENCE (11 YEARS, 4 MONTHS)

July 2017 - Present

Sales manager & Mall Manager

At SAMA Mall - Baghdad

Location: Baghdad, Iraq

Company Industry: Sales

Job Role: Sales

Baghdad - Al -Karaddah

Develop a sales strategy to achieve organizational sales goals and revenues

Customs clearance of containers from Basra

Material pricing and inventory control

Set individual sales targets with sales team

Delegate responsibility for customer accounts to sales personnel

Administration department heads

Develop the plan for the presentation of materials

Interview and recruitment of manpower

Oversee the activities and performance of the sales team Plan

and direct sales team training

Generate timely sales reports

Develop pricing schedules and rates

Maintain inventory control

Develop promotional ideas and material

June 2016 - June 2017

Customers service supervisor

At BCI

Location: Baghdad, Iraq, Zayona **Company**

Industry: Telecommunications **Job Role:**

Customer Service and Call Center

Listen and respond to customers' needs and concerns

Provide information about products and services

Take orders, determine charges, and oversee billing or payments Review
or make changes to customer accounts

Handle returns or complaints

Record details of customer contacts and actions taken

Research answers or solutions as needed

Refer customers to supervisors, managers, or others who can help

August 2012 - May 2016

Complex & warehouses manager assistant

At Starlight

Location: Erbil, Iraq, Erbil Mosel road starlight Complex

Company Industry: Oil/Gas

Job Role: Management

- o We manage the range of stores available we have a 50 store All-round security and to provide all the supplies they need
- o preparation of lists of electricity and calculate the amount of electricity used per store
- o preparation of the names of tables and corporate Information
- o control of new projects and work daily and weekly reports to provide business
- o follow-up emails and respond
- o Management stat and workers
- o Organizing schedules for over time and Safety monitoring
- o receiving drilling materials and we are isolating materials that need maintenance
- o The transformation of the infected materials to the maintenance department to fix it
- o Responsible for loading and unloading operations

January 2010 - July 2012

Customer Service Agent

At Korek telecom

Location: Erbil, Iraq, ERBIL BAXTYARE

Company Industry: Telecommunications

Job Role: Customer Service and Call Center

- o Answer the Call And help customers
 - o solving all the problems
 - o provide services
 - o process sales and provide information
 - o Coordinate with client
 - o Experience in Customer Relationship Management (CRM) software
 - o Experience in automatic call distributor (ACD) software.
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January 2008 - December 2010

Data entry manager

At MODERN CITY MARKET

Location: Erbil, Iraq

Company Industry: Retail/Wholesale

Job Role: Management

- o Define materials on accounting software
 - o Pricing of materials according to fixed pricing ratios
 - o Making the monthly inventory of the goods
 - o Receipt of goods from suppliers
 - o Preparing weekly and monthly earnings reports
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EDUCATION

April 2010

Diploma, Communications

At 2009 - 2010: Erbil Technical Institute / Electrical _ Communication Dep.

Location: Erbil, Iraq

2009 - 2010: Erbil Technical Institute / Electrical _ Communication Dep.

SKILLS

Windows7 & XP

Excel, Access, PowerPoint

Hardware & Maintenance

Surfing skills on the Internet

Computer assembling and maintenance.

• Troubleshooting hardware and software problems.

Installing and Configuring the peripherals, components and drivers

Installing software and application to user standards

Troubleshooting of personal computers. On line Support to customers concerning their computer

Strong customer service skills

COMPUTER SKILLS Microsoft office Word

Problem solving skills

Teamwork skills

Quick learner

Self-motivation and ability to take the initiative

AL _Bayan for accountant

LANGUAGES

Arabic

Level: (Expert) | **Experience:**

English

Level: (Intermediate) | **Experience**

Kurdish

Level: (Expert) | **Experience:**