

# Omar Ziyad Adil Mahmud

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Birth date: 18/10/1992



## Objective

Highly motivated sales professional seeking a sales representative position, where I can contribute my strong customer service and negotiation skills. I bring four years of retail sales experience as well as customer service and a bachelor's degree in business administration.

## Experience

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### Customer Service Agent- 07/2014 to 6/2016

#### Asiacell Communication PJSC, Baghdad, Iraq

- Consistently met my short and long-term targets.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Trained, coached, and supervised new staff members.
- Accurately handled large amounts of money on the cash register.
- Pitched ideas on how to improve performance and efficiency.
- Helped management to identify workflow issues and find solutions. □ Increased sales by convincing customers for more services.
- Answered calls 250 calls a day and found solutions to each one of the customers compatible with their needs.

### Retail Advisor- 06/2016 to 12/2020

#### Asiacell Communication PJSC, Baghdad, Iraq

- Handled customer complaints with empathy and composure.
- Proactively participated in meetings and helped create new practices.
- Processed a range of documentation and entered information into databases.

## Education

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Bachelor of Science: **Bachelor's degree in statistical** - 2014

**College of Administration and Economics, Baghdad University, Baghdad**

□ Data analysis using the SPSS system.

Sales forecasting using the SPSS system.

- Work in ( excel , word ) programs

## Languages

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Arabic – Native

English – Intermediate

## Skill Highlights

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- Problem-Solving    □ Handling conflict
- Customer service    □ POS knowledge
- Teamwork    □ Time management
- Sales    □ Knowledge on brand and
- Public speaking    products

## References

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1. Ayman Alhasnawi, Information & Communication Technology Sr Manager, Regulatory & Legal Affairs/Information & Communication Technology, Asiacell Communication PJSC, Baghdad, Iraq, Tel: +964 770 110 7567, Email: ayman.alhasnawi@asiacell.com, Relationship: Manager.
  2. Aous Youns, PR Senior Expert, Asiacell Communication PJSC, Tel: +964 770 110 7714, Email: aous.youns@asiacell.com, , , Baghdad, Iraq, Relationship: Colleague
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