

# Mohammed Jassim Mohammed

## Basic information

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**Citizenship:** Iraqi

**Marital status:** Single

**Date and place of birth:** 30-Aug-1993 – Baghdad

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**Languages:** Arabic (mother tongue)

English (fluent speaking and writing)

**Current address:** Baghdad - Al Ameriya – H. 6 St. 7 Dis. 638

Erbil – Cihan city – Azmar building - floor. 1 flat. 4

**Bachelor's degree of Communication Engineering 2015.**

## SUMMARY

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- Excellent time management, working under difficult Circumstances.
- good knowledge for Information technologies concepts (internet and intranet networks) and devices (hardware and software) gained through three years working inside the private ISP companies.
- Coordination skills to develop a cordial relationship with other supervisors to carry forward the project.
- basic Accounting, Multitasking, Able to handle more than one projects at a time, with proven ability to lead and motivate teams to maximize productivity.
- Excellent communication skills and ability to work with employees and customers.
- Knowledge of planning and scheduling techniques.
- Data collection and computer data entry skills.

## Professional Experience

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**Creative Projects Company for programming and software solutions (from 19<sup>th</sup> Apr 2020 to present) as a Marketing manager under the following responsibilities:**

- Build marketing programs to support specific marketing objectives across different channels and segments in support of our overall strategic marketing plan.
- Develop business cases for marketing programs at the proposal stage and make recommendations on marketing tactics.
- Evaluate the impact of marketing programs in achieving their stated objectives, including impact on lead flow.
- manage marketing research projects to generate consumer insights in support of improved marketing strategy and communications
- Identifying new customers and Supporting sales and lead generation efforts.
- Directing, planning, and coordinating marketing efforts.
- Organizing company conferences, trade shows, and major events.
- Developing and managing advertising campaigns.

**Aswar AL-Hadhaba Company for general trading and contracting (from 1<sup>st</sup> Jun 2019 to 1<sup>st</sup> March 2020 ) as an IT Engineer under the following responsibilities:**

- Coordination and support for the company engineers with the UNDP engineers to keep tracking on all items of work updated and organized.
- Maintenance of printers, smart devices, routers, internet providing and all internet related tasks to improve the company's work
- Handle the daily balance sheets for different locations inside Ninawa Governorate and archive them
- Daily reporting and scheduling to assist the fields managers with their mission on monitoring all the manpower progress and analyzing different kinds of works.

**SAWAD LAND for internet service providing (from 11<sup>th</sup> Sep 2018 to 18<sup>th</sup> May 2019) as NOC (network operation center) Engineer under the following responsibilities:**

- Manage and maintain the company monitoring system of the network (these report on the status and performance of the network, ISP services and facilities).
- Facilities maintenance (monitoring and management of air-conditioning, UPS, generators, power usage, running health and safety and housekeeping checks at the company sites).
- Application software installations, troubleshooting and updating.
- Optimization and quality of service reporting.
- Email management services.
- Performance reporting and improvement recommendations.
- 24\7 availability to assist the support team solving client's issues.
- coordinate with sub-ISP companies clients to help the t-shooting procedures and vice versa with our service providers.

**HRINS for internet service providing (from 1<sup>st</sup> Sep 2016 to 10<sup>th</sup> Sep 2018) as Technical Support Engineer under the following responsibilities:**

- Evaluate and prioritize customer support cases.
- Act as the primary liaison between company and your customers.
- Communicate and solve customers' problems via phone, email, live chat and face-to-face meetings.
- Act as a consultant and offers solutions for customers' problems.
- Track and manage your work record.
- Work with all internal groups, including support, sales, engineering, product management and wireless teams.
- Prepare accurate and timely reports.

**PARIS GALLERY for luxury and cosmetics (from 10<sup>th</sup> Aug 2015 to 30<sup>th</sup> Aug 2016) as Store Controller Assistance under the following responsibilities:**

- Enter shipping and inventory data in computer system
- Manage purchasing orders for incoming equipment, services, and supplies
- Verify receipts and confirm purchase contents and orders are complete
- Ensure supplied stocks meet demand
- Prevent overstocking and ordering
- Keep track of inventory and supplies that need restocking
- Create and maintain detailed inventory of all incoming, outgoing, and current supplies
- Prepare inventory for showrooms and displays for the whole building shelves

- Compile reports inventory and supply balances
- Make note of damaged inventory
- Maintain records of purchases, pricing, and other important data

#### **Skills**

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- Project management knowledge and experience.
- A team player with leadership skills.
- Customer service orientation.
- Good organizational and time management skills.
- Good attitude and dealing with customers with negotiation skills.
- Working under pressure with flexibility to manage more than one activity at a time.
- Good analytics skills to understand the market needs.
- Familiar to EPICOR (ERP).
- Skilled in Microsoft office suit.

#### **Reference**

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NAME	POSTION	Email	PHONE No.
Anas Khaled	NOC Professional – HRINS ISP	<a href="mailto:anaswat1990@gmail.com">anaswat1990@gmail.com</a>	+964 770 258 3333
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