








PERSONAL NIFO.

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SUMMARY & OBJECTIVE

Committed team player, with leadership ability who uses high standards of communication ability to establish positive interpersonal relationships

I am seeking a position where I can maximize my management skills, quality assurance, program development, training experience, enable me to use my strong organizational skills, and educational background.

LANGUAGES

- ✓Arabic: Native speaker.
- ✓English: Advanced
- ✓Kurdish: Advanced.
- ✓Turkish: Good

EDUCATION



Bachelor of Computer Science

Data security & Information system - University of technology 2014

SKILLS

- ✓ GSPN customer service system of SAMSUNG
- ✓ ORACLE customer service system of HYUNDAI
- ✓ ALBAYAN vip loyalty system
- ✓ Admin &Design SURVEY Application of customer's feedback
- ✓ Microsoft Windows and internet
- ✓ Advanced Skills in MS Office: Word, Excel, PowerPoint and Access
- ✓ Maintenance skills of software and hardware for the PCs.
- ✓ ProShow Gold, Corel Video Studio, WampServer, WordPress, Joomla
- ✓ Programming languages: Visual Basic.net, C++, Html

WORK EXPERIENCE

Hyundai – Hyundai GK-Automotive in Baghdad, Iraq

Customer Experience Manager

Apr 2018 till Present

- Managing customer experience department in Baghdad and all branches
- Supervising the inventory of procurement and dealing with transportation companies to transferring it to all branches in Iraq
- Deal with the advertising company and provide marketing ideas and prepare gifts to visiting customers
- Deal with an advertising company to prepare a special device to take the customer feedback
- Instruct the staff of the department and train them on how to deal with the clients
- Managing HYUNDAI pages on social media and answering customer questions by Arabic and Kurdish and solving their issues and recording their requests
- Preparation monthly reports of inventory and sales of cars and customer data report in all branches
- Update the monthly sales rate and prepare a chart for the company's progress in sales
- Responsible for the organization of the events in the commercial centers Babel Hotel Mansour Mall
- Responsible for the preparation uniforms, business cards and name tags for the employees in all branches
- Preparing an integrated questionnaire system in service and sales centers
- Training the employees on how to use the questionnaire program and extract the customer feedback report weekly and study their feedback to find solutions
- Provide courteous sales calls and meeting to achieve high level of customer satisfaction and make strong personal relationship with them and prepare loyalty program
- Managing customer problems in service center and solve their issues and presenting monthly report about service center performance with a type of job cars that fixed

Samsung – BCI group in Iraq

Customer Care Agent

Aug 2017 till Apr 2018

- Provide prompt, courteous and efficient service to all Guest, so as to achieve high level of customer satisfaction
- Receives customer calls in a professional and friendly manner, ensuring customer expectations are always exceeded. Provides helpful, friendly and prompt telephone service to all customer ☒ Devices maintenance
- Managing spare part
- Recording customer requests
- Recording the update of retail sales prices

Institute of Dahanan for computer science:

Lecturer

Sep 2016 – Feb 2017

- ✓ Teaching Photoshop by Adobe Cs3, Cs7
- ✓ giving periodical training courses in Microsoft office [Access and Excel]
- ✓ Improve English Language skills

Institute of Information technology of Sulaymania:

Lecturer

Aug 2014 – Till Sep 2016

- ✓ supervising graduation projects
- ✓ Teaching Ecommerce system
- ✓ Image processing vb2010
- ✓ Designing shopping websites [open cart] & [joomla]
- ✓ Design databases for employees on vb2010

ACTIVITES

- ✓ Participate in IT live 2018 and 2019
- ✓ Participated in the Baghdad International fair 2018 in Hyundai booth
- ✓ Participated in the Erbil International job fair 2018 in Hyundai booth
- ✓ Participated in Hyundai GK-Auto park in Baghdad 2019

COURCES

- ✓ Quality basics and performance indicators in customer service &KPIs
- ✓ Marketing determinants
- ✓ Strategic management
- ✓ Lean Six Sigma
- ✓ Kaizen (continuous improvement)