

Resume
Maha Ali Younes
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More than 5 years' experience in administration / Human resources departments, HR strategist with a proven record of working in a team environment to analyze needs, recommend and implement creative, workable and cost-effective solutions.

Personal Information:

Birth Date: 29/3/1991

Gender: Female

Marital status: Married

Education:

B.sc In computer Engineering /Al-Nahrain University (2012-2013)

Experience:

Human Resources Officer at Relief International - Current role

1. Employee relations

- Assist with day-to-day efficient operation of HR office.
- Daily update the track attendance records and prepare monthly attendance sheet for review by the HR Manager.
- Draft Iraq contracts and as well renewals and amendments.
- Support in the uploading and maintaining the HR files on the Global Server.
- Collects all leave requests (including ATO) and updates the leave tracker, following the instructions given by the HR Manager.
- Prepares RI IDs for newcomers and updates old IDs whenever needed.
- Preparing the monthly payroll.

2. Administration

- Following up on the Residence Permit (RP) and Work Permit (WP) application process for foreign staff (whether Iraqi or Expats) engaging the staff in the collection of the documentation.
- Preparing reports as requested by the global team and HRM and update them accordingly
- Update Social security tracker along with tax payment in coordination with Finance

3. Recruitment

- Assist the HR Manager with recruitment by:
 - Posting vacancies, documenting the vacancy announcement.
 - Scheduling interviews and test in case of peaks of recruitment
 - Participates in the reference check process
 - Runs background checks following the RI established system aligned with the HRM.

Technical support (ITT COMPANY and broad band COMPANY) 2015-2017

- Working with customers/employees to identify computer problems and advising on the solution
- Logging and keeping records of customer/employee queries
- Analysing call logs so you can spot common trends and underlying problems
- Updating self-help documents so customers/employees can try to fix problems themselves
- Working with field engineers to visit customers/employees if the problem is more serious
- Testing and fixing faulty equipment

Administrative al Furkan construction company 2015

- Answering and directing phone calls to relevant staff
- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Preparing documents for meetings and business trips
- Processing and directing mail and incoming packages or deliveries
- Greeting and directing visitors and new staff to the organisation
- Writing and issuing emails to teams and departments on behalf of teams or senior staff
- Researching and booking travel arrangements for staff members
- Finding ways to improve administrative processes

Focal point al-bejaa scientific bureau 2013-2014

- follow up regulatory involved in activities that include meeting with potential customers, making presentations, clarifications, negotiations & finally closing the deal Preparation of proposals for customers with special requirements Expand and look after the customer network

Skills

- Basic knowledge of language of C++
- Data Base design Movie Maker.
- Proficient in MS Office (MS Word, MS Excel, MS PowerPoint, publisher)
- MS Windows and general hardware settings, Installations
- Internet Usage & Browsing.ERP Mat lab
- English Language is Fluent

DOCUMENT CONTROLLING SKILLS

- 1-Controlling all kinds of documentations involved in the purchasing and selling Handling, filing and maintaining records of all kinds of official documents.
- 2-Arranging and sorting documents company wise and as per their functioning.
- 3-Scanning documents and maintaining records of soft copies.
- 4-Creating systematic folder structure for the soft files in order to have better control on documents retrieval.
- 5-Sending and receiving official Emails.
- 6-Capture and record all external E-mails to fully document all types of communication.
- 7-Preparing status logs in MS word and MS Excel and tracking regularly.
- 8-Preparing meeting agenda and taking Minutes of Meeting (MOM) in the official meetings and Then preparing draft MOM's

PERSONAL ATTRIBUTES:

- 1-Have got the (MTCNA) license from MIKROTIK.
- 2-Have got the (AUTOCAD) license.
- 3-initial (OPTICAL FIBER&TRANSMISSION PLANNING).

Outstanding communication and presentation skill, Hardworking able to multi task effectively

Adept at planning, promotion and forecasting Leadership skills Able to work under pressure and under different circumstance

Able to use and understand the latest techniques to achieve business goals .

Reference available upon request
