



Zahraa Nayef Wess

Birthday: 1997/6/25

Birth place: Baghdad

Marital Status: Married

Gender: Female

[Details](#)

I am **Zahraa** my main goal is to have a stable working environment to develop my skills,

With a self-motivated attitude; I am an individual with valuable relevant work experience. Hardworking, Energetic, Willing to learn, Flexible, Team player, Good people skills, Take pride in work well done, the current objective is to pursue a bilaterally successful career path in the field of leading to business management and administration in a reputable organization.

[Summary](#)

Experience

- I worked for Al-Hafiz company as a **call center & CRM**

My duties

- Customer complaints management (150 calls per day)
- Executing sales requests and following up goods with the distribution department
- Executing maintenance orders for customers and creating on-site and daily maintenance reports
- customer relationships management by contacting them and making a questionnaire about the quality of services
- Create a customer opinion report daily



[Experience](#)


Training & Development


- Hold summer training for a month at the National Bank of Iraq.
- Hold communication skills from TERA site online




 **Education**
Bachelor of
Business Administration
2018/2019

 **Address**
Baghdad, Al-Ghazalia

 **Email**
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07732559386

 **Skills**
Microsoft Excel, Word
Communication skills
Soft skills

Languages
Arabic ●●●●●
English ●●●●●