

Curriculum Vitae

Raghdah Maitham Ahmed



Nationality: Iraqi

Date of Birth: 21/08/1994

Marital status: Single

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Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused
- Passionate
- Team work

Education

AL-Mansour University College
Business Administration 2016-2017

Certifications:

- English Course At Inlingua Indian INSITUTE
- English Course At BLC INSITUTE
- Galileo travel system for booking tickets

Languages

Arabic ●●●●●●●●●●

English ●●●●●●●●○○

Human Resources Supervisor
Rosoleen Beauty Center
Baghdad, Al-Mansour

Responsibilities and Duties :

- Set departmental objectives, select, train, develop, motivate direct reports and monitor performance, develop a succession plan to achieve functional and departmental objectives.
- Organize and implement HR strategies of the Company and assist making HR plan of Halfaya project.
- Propose HR management policies; organize related parties to establish HR management system of Halfaya project.
- Be responsible for attendance, performance appraisal, training and rotation of International & Iraqi local employees.
- Work with company CEO and/or Director to strategically plan HR outside Iraq, initiatives that will benefit the company and encourage more efficient and beneficial work from employees in return.
- Guide and inspect recruiting local employees, propose salary package of qualified candidates.
- Guide, inspect and coordinate daily behavior and performance management of local employees.
- Manage the payroll.
- Organize, maintain and update employee SAP information as process.
- Monitor employee progress and stay up-to-date on company's climate and culture, ensuring it stays positive and productive.
- Stand-in cross functional relationships and ensure managers and employees are properly connected.
- Attend to employee complaints and work to resolve conflicts.
- Perform administrative duties as needed for the office
- Process the monthly HR reports
- Handle the manpower mobilization and rotation
- Liaise with the new candidates regarding their mobilization to Iraq or the locals from other cities.
- Give the induction to the new joiners
- Monitor the probation period completion, get the employee's assessment forms from the line managers and issue the confirmation letters
- Prepare the new joiners announcements
- Issue the memo's and policies
- IT Forms submission for the new joiners and leavers
- Ability to manage confidential and other sensitive information
- Flexibility to work overtime as and when required is essential and cover for other members within the administrative team
- Other related works.

Operation Supervisor
Al-Samer International
For general transport and trade LTD
Baghdad , AL-Qadisiyah

Responsibilities and Duties :

- Responding to customers or supplier's questions.
- Providing routing information and issuing shipping instructions to ensure deliveries arrive on time and to their correct location. You will also be responsible for tracking of goods enroute to their destination ensuring any problems that may arise are resolved so as to avoid delays.
- Responsible for the preparation of quotes for customers, which will involve examining products or materials to estimate quantities or weight and type of container required for storage or transport.
- Negotiate rates with suppliers such as carriers, warehouse operators and insurance companies and prepare tariffs for customers, ensuring the required profit margins as directed by the company are achieved.
- Liaise with accounts for the preparation of invoices ensuring shipping costs are calculated accurately and passed onto customer, also required to review sales and prepare reports for senior manager comparing actual sales against targets set.
- Coordinate and track movement of goods through logistic pathways.
- Organize transportation activities, including storage of goods, managing information accrued from point of origin to delivery

Project Manager
FSCcompany
Baghdad, AL-Qadisiyah

Responsibilities for Project Manager :

- Determine and define project scope and objectives
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare a budget based on the scope of work and resource requirements
- Track project costs in order to meet budget
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- -Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- Utilize industry best practices, techniques, and standards throughout entire project execution
- Monitor progress and make adjustments as needed
- - Measure project performance to identify areas for improvement

Call Center Operator
Hendel Company
Baghdad , Al-Karada

Call Center Agent Job Responsibilities and Duties:

- - Answer incoming calls and respond to customers emails
- - Management and resolve customer complaints
- - Sell products and place customer orders in the computer system
- - Identify and escalate issues to supervisors
- - Provide product and service information to customers
- - Research required information using available resources
- - Research, identify and resolve customer complaints using applicable software
- - Process orders, forms, and application
- - Route calls to appropriate resources
- - Document all call information according to standard operating procedures
- - Recognize, document, and alert the management team of trends in customer calls
- - Follow up customer calls where necessary
- - Upsell products and services
- - Complete call logs and reports
- - Other duties as assigned