



Rawan Kanaan Khudair

 Baghdad (Iraq)

 009647736152636

 Rawan.alshammariiii@gmail.com

Sex Female | Date of birth 14 Jun 1994 | Nationality Iraqi

EDUCATION AND TRAINING

- BSc. of Business administration (2013 - 2017)
Al-Mansour University, Baghdad (Iraq)
- Refreshing course in Airline & Tourism
From union of travel & tourism agents in Iraq
- Galileo Basics and Reservation course
- From Travelport Galileo Baghdad (Iraq)
- Microsoft official course
- From Microsoft partner
- Leading Businesses course
From Cisco Networking Academy

Digital skills

- Good command in using Microsoft Office (Word, Excel, PowerPoint)
- Good command in using Galileo system

Personal Skills

- - Good Communication skills
- - Team worker
- - Problem solving
- - Flexiable
- - Analatical
- - Organized
- - Negotiation skills

WORK EXPERIENCE

From 1st August 2018 Till present

Job Title: Deputy client's services manager

Al-Warqaa Company (Real estate Investment and Development) Baghdad/Iraq

My responsibilities were:

- Supervision for 8 Customer service agents.
- Calculate Employees performance and evaluation
- Dealing with travel and tourism agencies.
- Dealing with Hotels and service providers
- Solving problems in case there is a need.
- Follow up with Sales team.
- Responsible for monthly and daily revenue reports.
- Responsible calculating (costs, expenses and pocket money)
- Arranging for clients gathering event.
- Follow up on legal procedures regarding contracts
- Responsible for the Resell process
- Responsible for editing client's contracts
- Connection point between other branches

From 11th March 2018 till 1st August 2018

Job Title: Customer services Agent

Al-Warqaa Company (Real estate Investment and Development) Baghdad/Iraq

My responsibilities were:

- Solving Customers problems (face to face)
- Call Center
- Follow up with customers
- Responsible for collecting payment installments
- Making reservations for clients
- Closing the deal with customers



شهادة اتمام

مقدمة الى:

rawan kanaan khudhair

الطالبة



لاتمام دورة ريادة الأعمال ضمن أكاديميات سيسكو للشبكات

Harbrinder Kang
VP, Cisco Networking Academy

May 15, 2017

الموقع

Achievement

MICROSOFT® CERTIFICATE OF

This certificate accredits that

RAWAN KANAAN KHUDAIR



has successfully completed the following
Microsoft Official Course:

77-883: Microsoft PowerPoint 2010



A handwritten signature in black ink.

Steven A. Ballmer
Chief Executive Officer

A handwritten signature in black ink.

Maan Khateel Ibrahim Al-Derzi


Microsoft Certified Trainer
25/04/2016


Certificate Of Achievement

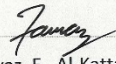
Presented to

Miss. Rawan K. Khudair

for successfully completing **Galileo Basics and Reservation Course**


Rabi Saab
President - Middle East and Africa


Aws Al Hashimi
Head of NDC Iraq


Fawaz F. Al-Kattan
Instructor
Date 14/8/2017

Certificate of Achievement

Union Of Travel & Tourism Agents In Iraq


THIS IS TO CERTIFY THAT

Miss : RAWAN KANAAN KHUDHAIR

has Accomplished A Refreshing Course in
Airline & Tourism Field Including Electronic
Reservations / Tickets / Fares as Per (**GDS**) on Line & in
Accordance With (**IATA**) Resolutions & Standardisations
Held In Baghdad for the Period **28 Oct.- 2 Nov. 2017**


Head of Union
Mr. Sudad AlMutair




Instructor
Mr. Mohammed Noori