



## **Curriculum Vitae**

### **Personal Details:**

Full Name: Haneen Majid Miften

Date of Birth: 21 –NOV – 1987

Nationality: Iraqi

Marital Status: Married

Gender: Female

Address: Baghdad

Mobile: 07721777187

Email address: [miftenhaneen@gmail.com](mailto:miftenhaneen@gmail.com)

**Language Skills:** Arabic (Native Language)

English (Excellent Writing – reading and speaking)

### **Education History:**

**2006-2010** Graduated From the Agricultural Engineering /Baghdad

**Include:** The Financial accounting General administration mathematical statistics & computer programs and Project Evaluation.

### **Summary:**

I am Seeking for a new challenge in the customer Service, Sales or Accounting department, Logistics Commensurate with my experience gained by contributing in the development , so that I can have access to career Success and I can start working immediately .

### **Personal skills:**

I have verbal and written communication and listening skills.

I have ability to analysis and solving the problem.

I have ability to convince the customer to buy products or service.

I have ability to work under pressure.

I have ability to suggest practical positive solutions to the issues.

I like to work with a creative teamwork.

I have ability to work successfully as a team member and take a team leadership role I have

Effective time management and problem resolution skills



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### **Work experience:**

#### **METCO: Telecommunication Company (Iraq-Baghdad) since the end of 2010 in Baghdad**

Established in 1978 as a subsidiary of Towell International Holding, Middle East Telecommunications Company (METCO) is an integrator of telecommunications and information technology solutions that operates in the Middle East and Africa Headquartered in Kuwait, METCO's corporate presence extends to Iraq, Kingdom of Saudi Arabia (KSA), Lebanon, Sudan, United Arab Emirates (UAE), and parts of Africa.

#### **My Position as human resource management**

##### **The Job Descriptions:**

- Provide support to supervisor and staff to develop the skill capabilities
- Monitor staff performance and attendance activities
- Work interviews for people to hire them in the required locations
- Coordinate staff recruitment and selection process in order to ensure a timely organized is used to hire staff.

#### **As social media coordinator:**

- The creator and admin on metco mobile telecom on Facebook
- The one of Judge for the metco mobile completion \*live Iraq\*

#### **Bluefield Company (Erbil-Iraq) Since 2012 in Erbil**

Bluefield was first established in 1995 in Lebanon. It started as a small offshore company in Zalka working mainly in Iraq. Bluefield flourished at an impressive rate, thanks to our extensive and well-structured business model. We are now present in Iraq and Lebanon

Bluefield offers an array of agriculture chemicals and products, servicing multiple customers, suppliers, and peers in a vibrant and innovative environment, The Company operates in three offices; the main office is located in Beirut, while the regional offices for Iraq region are in Erbil and in Baghdad.

#### **My Position as Agricultural engineer**

##### **The Job Descriptions:**

- Coordination between engineers and agents
- Storing all invoices and organize
- Distribution of agricultural materials for engineers



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### **Activities coordinator**

- Distribution of tasks for each member of the team
- Identify systems, times and work conferences
- Follow up operations Land scope

### **Bank Byblos**

Byblos Bank S.A.L. became the first Lebanese bank to open a branch in Erbil, the capital of Iraqi Kurdistan, on 16 May 2007, extending world-class services to both local and international companies and individuals.

On February 1, 2010, Byblos Bank opened a main branch in Baghdad in order to serve clients in the national capital.

On March 12, 2012 Byblos Bank opened the 3rd branch in Iraq - Basra to extend its high-quality products and services to the new Iraqi clients in one of the countries' most important cities.

My position as Tiller **(Casher) in Baghdad for 6 months**

#### **The Job Descriptions:**

- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; operating a cash register.
- Enters price changes by referring to price sheets and special sale bulletins.
- Discounts purchases by redeeming coupons.
- Collects payments by accepting cash, check, or charge payments from customers; making change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; operating credit card authorization system.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Provides pricing information by answering questions.
- Maintains checkout operations by following policies and procedures; reporting needed changes.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.

### **Assistant Regional Director in Erbil for 18 months**

#### **The Job Descriptions:**

- Assist the manager in organizing, planning and implementing strategy
- Coordinate operations
- Ensure schedules and objectives are met
- Supervise and motivate staff



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- Monitor operating costs, budgets and resources
- Communicate with clients and evaluate their needs and specifications
- Create reports, analyze and interpret data
- Drive recruitment process and training & development
- Assist the manager in organizing, planning and implementing strategy
- Coordinate operations
- Ensure schedules and objectives are met
- Supervise and motivate staff
- Monitor operating costs, budgets and resources
- Communicate with clients and evaluate their needs and specifications
- Create reports, analyze and interpret data

**Van Royal Hotel** Since The end of 2014

**My position as assistant Sales Manger**

- develop a sales strategy to achieve organizational sales goals and revenues
- set individual sales targets with sales team
- delegate responsibility for customer accounts to sales personnel
- co-ordinate sales action plans for individual salespeople
- oversee the activities and performance of the sales team
- ensure sales team have the necessary resources to perform properly
- monitor the achievement of sales objectives by the sales team
- liaise with other company functions to ensure achievement of sales objectives
- evaluate performance of sales staff
- provide feedback, support and coaching to the sales team
- plan and direct sales team training
- assist with the development of sales presentations and proposals



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- co-ordinate and monitor online sales activity
- investigate lost sales and customer accounts
- track, collate and interpret sales figures
- forecast annual, quarterly and monthly sales revenue
- generate timely sales reports
- develop pricing schedules and rates
- formulate sales policies and procedures
- help prepare budgets
- control expenses and monitor budgets
- maintain inventory control
- conduct market research and competitor and customer analysis
- analyze data to identify sales opportunities
- develop promotional ideas and material
- attend trade meetings and industry conventions
- cultivate effective business relationships with executive decision makers in key accounts

**INTERSOS** is a non-profit humanitarian aid organisation that works to bring assistance to people in danger, victims of natural disasters and armed conflicts. Established in 1992 with support from the Italian Federation of Trade Unions, its actions are based on the values of solidarity, justice, human dignity, equal rights and opportunities for all people and respect for diversity and coexistence, paying particular attention to the most vulnerable and the unprotected. INTERSOS identifies with the core values of CONCORD, the European Confederation of NGOs; it adheres to international codes of conduct for humanitarian organisations and the values and principles expressed within those codes.

INTERSOS is recognised by the Italian Ministry for Foreign Affairs, the European Commission and the principal UN agencies; it is privileged to hold an advisory status with the United Nations Economic and Social Council (ECOSOC).

My position as **Data Manger** and I have knowledge of and experience in cases (**PSS, Gbv, and SGbv**) because had training to of several.

#### **The dissection Job:**

- Development and administration of an ad hoc database for recording and analyzing all relevant information on the project direct beneficiaries and the assistance provided
- Receive and process daily /weekly report from field staff



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- Review regularly reporting by using standard procedures or returning incomplete documents to the team focal point for resolution
- Manage training for the teams in order to meet expectations (excel, info collection methodology how to fill / use forms, linked to pages identified following report analysis and processing )
- Conduct monitoring visits : attendance ,test forms in practice and correct /coach on job for team on the use filling of forms
- Provide all relevant data and information ,generated from INTERSOS data bases to the teams whenever they have to conduct a FGD and awareness sessions or in case of donor /stakeholder visit
- Monthly report on **Activity Info** at mission level

### **Activities and Interests:**

I enjoy Travelling, watching Films and browsing the internet.

I love walking, reading and discovering new places