CV

Personal Information:

Name: Ahmed Adil Batawi
Date of Birth: 17/7/1986
Address: Baghdad – Al-Qahera
Status: married

Contact Details:

Mobile number: 07905504418
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Education:

- Institute of technology- Electricity department 2008.
- University of Imam AL- Sadiq - Faculty of Arts Department of English Language 2016

Languages:

- Arabic (mother language)
- English GOOD

Work Experieiance

Al-Taif group – E-Souq online shopping:

Position: Sales and marketing specialist.

1. Follow up purchases.
2. Products Photography.
3. events photography
4. Customer service.
5. Data entry.

Al-Taif group- SAIC insurance company (2017-2018)

Position: Support Officer and Social media specialist
1. Help desk.
2. Speaker at workshops and conferences.
3. Photography conferences and seminars.
4. Management of social media sites.
5. The development of the Mercy program for the management of medical services.
6. Design of advertisements and ID card of insurance.

Zain Iraq telecom (2010-2018)

Position: Call center agent

Duties and responsibilities

1. Obtains client information by answering telephone calls; interviewing clients.
2. Determines eligibility by comparing client information to requirements.
3. Informs clients by explaining procedures; answering questions; providing information.

4. Maintains communication equipment by reporting problems.
5. Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
6. Updates job knowledge by studying new product descriptions; participating in educational opportunities.

Global company (2015-2016)

Position: IT manager

Main duties and responsibilities

Responsible for network and internet maintenance.

1. Help desk.
2. Camera and alarm security set up and maintenance.
3. Maintenance of printers and photocopiers.
4. Installing and configuring computer hardware, software, systems, networks, printers and scanners.
5. Monitoring and maintaining computer systems and networks.
6. Responding in a timely manner to service issues and requests.
7. Providing technical support across the company (this may be in person or over the phone).
8. Setting up accounts for new users.
9. Repairing and replacing equipment as necessary.
10. Possibly training more junior staff members.

<u>United Nations Iraq (2008)</u>

Position: Teacher in computer lesson.

Main duties and responsibilities

Teaching

1. Windows.
2. Excel.
3. Word.

<u>Skills:</u>

- Communication.
- Ability to Work under Pressure.
- Decision Making.
- Time Management.
- Self-motivation.
- Conflict Resolution.
- Leadership.
- Adaptability.
- A technical, logical thought process.
- Problem-solving skills.
- An ability to stick to strict deadlines.
- An ability to prioritize and delegate.
- Teamwork.
- Daily report.

Expertise:

- Microsoft Programming.
- Computer Proficiency.
- Customer Service.
- Call Center.
- Sales and Marketing.
- Online Marketing and Social Media.
- Advertising.
- Small Business Owner.
- Market Materials Development.
- Communications Skills.
- Cooperative Team Member.
- Bilingual.
- Verbal Communication, Moderate.
- Energetic and Organized, Expert.

Computer knowledge:

- Analytics.
- Campaign management software.
- Social bakers.
- Digital media.
- Email marketing.
- Adobe Illustrator.
- Adobe Photoshop.
- AutoCAD.
- Corel DRAW.
- Microsoft Outlook.
- Microsoft Word.
- Data analytics.
- Microsoft Excel.
- Backup management.
- Client support.
- Configuration.
- End user support.
- Help desk.
- Installation.
- Networking.
- Support.
- Tech support.
- Troubleshooting.