

Email

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Iraq/baghdad

Phone

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Date of birth

05-30-1993

Nationality

Iraq

Link

<https://www.linkedin.com/in/aya-k-004a951b9>



Skills

Customer service

Multitasking

Time management

Microsoft office

Online communications



Languages

English

Intermediate

Aya qassim

Experience

▪ Operation and sales employee

Tareeq Al Ofuq company for travel and tourism *Baghdad*

December 2018 - January 2021

- Executing tourism programs (hotel reservation, visa, tours, insurance, groups tickets).
- Al-Bayan financial system.
- TRIO financial system.
- Handled customer complaints with empathy and composure.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Processed a range of documentation and entered information into databases.
- Trained, coached, and supervised new staff members.

Education

▪ Bachelor of Computer engineering

Alfarabi university collage *Baghdad*

November 2013 - July 2017

Certifications & Courses

- Galileo travel port
- Travel and tourism course-The Station
- Business administration and HR diploma-Iraq space center