

# Raghdah Maitham Ahmed



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## Skill Highlights

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

## Experience

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### Accountant

#### Hendel Project:

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Data Entry Management
- Time Management
- Reporting research result
- Provides financial information to management by researching and analyzing accounting data; preparing reports.
- Managing Stock Inventory.
- Operating scanners, scales, cash registers.
- Maintains financial security by following internal controls.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every Employee.
- Processing refunds and exchanges, resolving complaints.

## **Call Center Operator**

### **FSCompany**

#### Call Center Agent Job Responsibilities and Duties:

- Answer incoming calls and respond to customer's 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

## **Project Manager**

### **FSCompany**

#### **Baghdad, Qadisia**

#### 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

#### Education

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**AL-Mansour University College**  
**Business administration 2016-2017**

#### Languages

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**Arabic**  
**English**