

## **Khalid Waleed Abdulhadi.**

**Iraq / Baghdad, Saedya District.**

**Place & Date Of Birth / Baghdad 1985.**

**Phone NO:** +9647822801939.

**E-Mail:** khaled.waleed.52.k@gmail.com.

### **Motivational Summary:**

- A highly confident and educated professional with a profound knowledge and strong background in Management, customer service, and telecommunications.
- Upholding a Diploma in Electronic Techniques achieved from Institute of Technology / Baghdad **(Of the top ten on the section)**.
- A broad and acute interest in discovering new innovative skills to strengthen business growth and expanding own abilities.
- Technically versed with the ability to learn quickly.
- Good understanding of customer needs and requirements.
- Team worker who can adapt in very dynamic and changing situations.

### **Achievement:**

Gained an outstanding working knowledge of the essential elements managing and leading teams to achieve company goals, an additional proven record in sustaining customer satisfaction across all levels. Furthermore, to my record of accomplishment of success, I have demonstrated my multi-language skills (Arabic, English) within my entire role within telecommunications, whereby I am able to communicate with international and national customers.

### **Education & Professional Qualifications:**

- Institute of Technology - Baghdad.
- Electronics Technic Section.
- 2004-2006.
- Demonstrating strong communication skills, achieving strong knowledge in Economic, Mathematics, and Business development.
- Managing multiple duties: Conduct reports and interpret analytical data.

## **Professional Experiences:**

### **Zain Iraq (Cellular Company)**

Present within my role I have demonstrated a strong commitment to meeting company targets, thus been given various positions within my role at Zain. Demonstrating the ability to make decisions, training members of my team for personal development, designing, and implementing new ideas.

- Worked as an agent in the call center for more than 7 years.
- Whereby I implemented and designed new innovative customer growth plans, working with various teams.
- I worked in the marketing and sales department for a short time and I have enough information about these sections and have sufficient information about human resources and the financial section

### **Back Office Agent:**

- Make informed decisions to make the process better, faster and quicker,
- Implementing agent training and coaching initiatives to bridge skills gaps for members of my team, correct broken internal process, improve the workforce, scheduling alerting other areas of the organization that are having an impact.

### **AL-Dowaliah CO.**

**Jun.2010Jan.2011**

#### **A Store Manager and Marketing**

Conduct research on the current market, maintain the financial budget, ensure that all the members of the store have been trained on commercial standards and undergo all human resource checks

Working in a multicultural team of a highly enthusiastic department,  
Create the most cost-effective way to advertise. Meet high-performance requirements.  
Ensure that products are delivered to agents within the specified time within a specified schedule

Billing accounts for products and completing accounts for agents.

Responsibilities: Improve and develop performance, as well as the reliability of the producer, developed to offer the most competitive products available in the market.  
Planning, designing and implementing business developments  
, And follow-up financial accounts, invoices, and completed between the agents and the company.

### **Worked For The Independent High Electoral Commission.**

**In Jan 2013**

(In addition, I have a book of reward and thanks appreciation).

**Demonstrative Technical Skills:**

- Very good in the use of ICT: Microsoft Office (Word, Excel, PowerPoint, and Outlook).
- I have a Cisco Certificate (CCNA).
- Working with window 10 family package and work on many many other programs.
- Gained the competency for overseeing multiple studies required for managing a business and large team. Ability to communicate with various management and CEO, follow through and demonstrate administrative and HR procedures and financial.
- Maintaining a close working relationship with the department.
- Creative, ability to work with the groups, work under pressure, good research capabilities, self-motivated, good communication with people.
- A passion for learning a new thing to develop and facilitate work procedures with the best results and shortest possible time.
- I have a local and international driving license (Professional Driver).

**Design and Presentational Skills:**

Prepared advertisement, presentations business growth, Administrative, and Management: writing and demonstrating report and graphical analysis, communicating across all levels of the business, training, leadership, and following through business policies and procedures.

**Language Skills:**

Multi-Language – ability to speak read and write in Arabic, English.

**Personal Traits:**

My experience has demonstrative my confidence, determination, drive and commitment to achieve both my own and business goals. I am a highly reliable professional who will always go beyond what is needed by me, so thus eager to work within a striving business within the management and HR/administrative roles or any other department whereby I am able to implement new ideas and perform to an outstanding standard.

**Thanks in advance.**