



Mahmood Abdulazeez Mahmood

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Summary

Highly focused motivated individual seeking a position in the Management, Development and Translation fields where I can utilize proven people-oriented skills to develop and promote a positive work environment

Skills

• Self-motivated	• Excellent organizational skills
• Time Management	• Result driven
• Objective Reporting	• Personable, adaptable and empathetic
• Ability to meet deadlines with ease	• Outstanding analytical skills
• Microsoft Office Suite	• Problem solving
• Technology Savvy	• Conflict management

Accomplishment

- Ability to mentor and present technical seminars
- Excellent verbal and written communication skills in English and Arabic
- Experienced at designing, planning and implementing a series of training programs in conjunction with outside providers
- Proficient knowledge in Iraqi labor law

Work Experience



Zain Telecommunications Iraq (December 2018 – Present)

Quality Assurance & Knowledge Management Support Officer

- Participates in design of call monitoring formats and quality standards.
- Performs call monitoring and provides trend data to site management team.
- Uses quality monitoring data management system to compile and track performance at team and individual level.
- Performs monitors of customer care email responses.
- Participates in customer and client listening programs to identify customer needs and expectations.
- Provides actionable data to various internal support groups as needed.
- Coordinates and facilitates call calibration sessions for call center staff.
- Provides feedback to call center team leaders and managers.
- Prepares and analyzes internal and external quality reports for management staff review.
- Perform other duties as assigned.



Zain Telecommunications Iraq (Jul 2018-December 2018)

Call Center Inbound Agent (English & Arabic)

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.



Zain Telecommunications Iraq (Jan2018-Jun 2018)

Data Entry Operator

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations
- Scan documents and print files, when needed
- Keep information confidential
- Respond to queries for information and access relevant files
- Comply with data integrity and security policies
- Ensure proper use of office equipment and address any malfunctions



Global Linguist Solutions (GLS) (Aug 2009 – Nov 2009)

Translator/Interpreter/Cultural Advisor

- Provide oral and written interpretation services.
- Observes linguist interpreting activities for QC purposes; inspects, edits and proofreads translated documents
- Tests, trains and advises new linguists helping to build a linguist labor force with the capable of meeting the needs and demands of peacekeeping troops
- Maintains linguist reference library; archives recurring translated documents; collects, researches, develops standardized terminology and abbreviations (i.e. military terms) for use in translating documents program wide and disseminates to linguists
- Perform other duties as required.
- to or from work crews, supervisors, or field inspectors, using telephones, or two-way radios.

Education



UNIVERSITY OF
BAGHDAD

Political Science and Government 2016
University of Baghdad

Courses



- **Introducing the Art of Negotiations**
[Alison Online Courses](#)



- **Effective Communications and Sales Technique**
[Alison Online Courses](#)



- **Social Media Marketing Foundation**
[LinkedIn Learning](#)