

Name: Salwan Salam Abbas
Mob: 07707148983
E-mail: salwan.salam10@yahoo.com
Address: Iraq – Baghdad – Al-Mansour



Profile:

Name: Salwan Salam Abbas

Gender: male

Marital status: married

Birth: 1984

Nationality: Iraqi

Current address: Baghdad-Al-Mansour

Driver's license: A

Contact details:

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E-mail: Salwan.salam10@yahoo.com

Linked in: <http://linkedin.com/in/salwan-alobaidi-abb70b10b>

Education:

B.Sc. in English Literature 2003-2007

Al-Mammon University College.

Training:

- ✓ Customer care and body expression language (Zain Iraq)
- ✓ Comprehensive management policies (MOE)
- ✓ English of career development (online course)
- ✓ Health insurance (Iraqi insurance Dewan)

Languages:

Arabic: mother tongue

English: intermediate

Turkish: basic knowledge

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Work history & Experience:

Position: HR. Manager

Employer: Coral Baghdad Hotel

Contract period: 8/2018- present

Main duties and responsibilities:

- Supervised more than 90 employees from different countries.
- Responsible for providing a first class proactive administrative HR support service to the general manager.
- Responsible for pay roll by follow up daily attendance of employees and calculation of salaries via HR system.
- Reporting directly to the general manager & the owner.
- Booking flight tickets.
- Arrange the residency of expat staff.
- Provision accommodation for expat staff.
- Holding Social security files and update ministry of labor with new changes, provide them with the required priorities.
- Updating and maintaining employee benefit, status, performance, and similar records.
- Solving Employees conflicts and advice on ER matters depending on the hotel rules.
- Establish new salary grade system.
- Amending the employees contracts according to Iraq labor law.
- Create new evaluation system with norms related directly to the employee's performance.
- Updating the talent acquisition process through cooperate with hiring website suppliers and make sure to choose the best talents.
- Following up the marketing strategy and goals.
- Represent the hotel with government committees such as health quality team, tourism authority team, labor union and.
- Issuing Memo and make decisions to ensure that the staff presents high quality performance.
- Set new strategies meets the high management aspirations.

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Position: HR. Admin

Employer: Shatt- Al-Arab Insurance Company (Al-Taif group)

Contract period: 3/2017- 8/2018

Main duties and responsibilities:

- Supervised more than 20 employees distributed in 4 branches.
- Responsible for providing a first class proactive administrative HR support service to the general manager.
- Responsible for pay roll by follow up daily attendance of employees and calculation of salaries via HR system.
- Reporting directly to the general manager & the executive manager.
- Updating and maintaining employee benefit, status, performance, and similar records.
- Hiring & recruitment (posting adv., scheduling interview, hiring, training)
- Holding Social security files and update ministry of labor with new changes, provide them with the required priorities.
- Booking flight tickets and hotels reservation.
- Supplying furniture and office matters after the management approval for the best offer.
- Solving Employees conflicts provide support and advice on ER matters due the company rules.
- Providing high Customer service by visit the company customers and evaluate the services presents from the company.
- Proceed HR procedures according to law of Iraqi labor.

Reason of resignation: new challenge.

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Position: Call Center Agent

Employer: Zain Iraq Telecom

Contract period: 2012-2014 (Evening shift)

Main duties and responsibilities:

- *Obtains client information by answering telephone calls.*
- *Informs clients by explaining procedures, answering query, providing information.*
- *Maintains communication equipment by reporting problems.*
- *Provide feedback to call center team leaders and manager.*
- *Active and dis active services as per customer request through call center programs.*
- *Record and Follow up customer complaint.*
- *Marketing the new products and offers to the customer.*
- *Follow up daily updates issued from call center manager and inform the customers.*
- *Make insure using the official scripts via income calls.*
- *Make sure work under the quality rules.*
- *Train the new employees and reporting the team leader.*
- *Make reports about the best services matching the customers need.*
- *All other call center agent duties.*

Reason of resignation: travel and staying out side Iraq.

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- **Position: Receptionist**
- **Employer: Ministry of Electricity of Iraq 2012-2014**
- **Contract period: 7 years**

Main duties and responsibilities:

- Greet clients and visitors with a positive, helpful attitude.
- Assisting clients in finding their way around the office.
- Helping maintain workplace security by issuing, checking and collecting badges as necessary and maintaining visitor logs
- Assisting with a variety of administrative tasks including copying, faxing, taking notes and making travel plans.
- Answering phones in a professional manner and routing calls as necessary.
- Scheduling appointments.
- Keeps reception area clean and neat.
- Maintain a neat and well-groomed appearance.
- respond professionally to visitors and callers.

Reason of resignation: travel and staying out side Iraq.

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- **Position: HR. assistant**
- **Employer: Ministry of Electricity of Iraq 2009-2012**
- **Contract period: 7 years**

Main duties and responsibilities:

- *Follow up employee attendance.*
- *Saving and updating employee documents.*
- *Type and print administrative correspondence.*
- *Organizing employee vacation ,temporary leaving ,absent.*
- *Writing reports up on manager request.*
- *Training the new employees.*
- *Collect employee performance to add to promotion.*
- *Define finger print for employees.*
- *Writing summaries of meetings.*
- *Provide administrative services.*
- *All other HR assistant tasks.*

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Position: store keeper

Employer: Ministry of Electricity of Iraq 2007-2009

Contract period: 7 years

Main duties and responsibilities:

Receiving and distributing materials according to types after matching Number, type, status.

- *Supplying materials as per official request and approval.*
- *Inventory of the exist materials periodically.*
- *Organizing the warehouse output document*
- *Supervising the warehouse workers.*
- *Keeping the store safe and follow the safety equipment status.*
- *Make purchase orders for the items as need.*
- *Make reports regarding the new materials cost.*
- *Save the records through the documents using for this purpose.*
- *Arrange the materials in the stores in coordinate with store workers.*
- *Other store keeper duties.*

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Awards & rewards:

- *Recognition from SAIC Insurance company.*
- *Recognition from MOE.*
- *Intrinsic reward from call center manager of Zain Company.*
- *Promotion from MOE*
- *Bonuses and thanks letters from all employer*

Event and festivals:

- Coordinator of the Iraqi photographers show with Al-Taif management -Baghdad /2017.
- Coordinator and principle contact with first Iraqi insurance conference- Baghdad/ 2018.
- Coordinator and principle contact with Iraqi travel market conference- Baghdad/ 2018.
- Coordinator with doctors associations as part of scientific conference - Baghdad/ 2018.
- Participant with SAIC insurance team to presents workshop- Maysan/ 2018.
- Participant with SAIC insurance team to present workshop- Karbala/2018.
- Coordinator with third health conference- Basra /2018.

Expertise:

Team work

Leadership

Quick learner

Work under pressure

Self-motivated

Verbal & written communication

Negotiation

Time management

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Skills:

Microsoft office

E-mail (outlook)

Nortel

Good back round of using programs

Printing

Formal correspondence

Interests & Hobbies:

Football

Swimming

Poetry

Travelling

References:

References are available upon request.