

## **Personal Info.**

Full name : Maha Ali Younis  
Birth Date & Place : March 29, 1991 | Baghdad  
Nationality : Iraqi  
Gender : Female  
Marital status : Married  
Address : Al Yarmook  
Mobile Number : +9647729670197  
E-mail : [mahaa2072@gmail.com](mailto:mahaa2072@gmail.com)

## **Work Experiences**

### **| Human Resources Officer at Relief International Iraq (RI/IQ)**

#### **1. Employees relations**

- Assist with day-to-day efficient operation of HR office.
- Daily update the track attendance records and prepare monthly attendance sheet for review by the HR Manager.
- Draft Iraq contracts and as well renewals and amendments.
- Support in the uploading and maintaining the HR files on the Global Server.
- Collects all leave requests (including ATO) and updates the leave tracker, following the instructions given by the HR Manager.
- Prepares RI IDs for newcomers and updates old IDs whenever needed.
- Preparing the monthly payroll.

#### **2. Administration**

- Following up on the Residence Permit (RP) and Work Permit (WP) application process for foreign staff (whether Iraqi or Expats) engaging the staff in the collection of the documentation.
- Preparing reports as requested by the global team and HRM and update them accordingly
- Update Social security tracker along with tax payment in coordination with Finance

#### **3. Recruitment**

- Assist the HR Manager with recruitment by:
- Posting vacancies, documenting the vacancy announcement.
- Scheduling interviews and test in case of peaks of recruitment
- Participates in the reference check process
- Runs background checks following the RI established system aligned with the HRM.

### **Technical Support at ITT COMPANY and Broadband Companies**

- Working with customers/employees to identify computer problems and advising on the solution
- Logging and keeping records of customer/employee queries
- Analysing call logs so you can spot common trends and underlying problems
- Updating self-help documents so customers/employees can try to fix problems themselves
- Working with field engineers to visit customers/employees if the problem is more serious
- Testing and fixing faulty equipment

## **Administrative at Al-Furqan Contracting and Construction Company**

- Answering and directing phone calls to relevant staff
- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Preparing documents for meetings and business trips
- Processing and directing mail and incoming packages or deliveries
- Greeting and directing visitors and new staff to the organization
- Writing and issuing emails to teams and departments on behalf of teams or senior staff
- Researching and booking travel arrangements for staff members
- Finding ways to improve administrative processes

## **Focal Point / Representative at Al-Bajaa Scientific Bureau**

- Follow up regulatory involved in activities that include meeting with potential customers
- Making presentations, clarifications, negotiations
- Closing deals and preparations of proposals for customers with special requirements
- Expanding and looking after customers network

## **Education, Courses and Academic Qualifications**

### **A. Academic**

- (B.Sc.) in Computer Engineering / Al-Nahrain University.  
Graduation Date: 2013

### **B. Professional Courses and Certificates**

- Have got the (MTCNA) license from MIKROTIK.
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- Have got the (AUTOCAD) license.

## **Languages**

- Arabic, mother tongue.
- English, Excellent (reading, writing and conversation).

## **Work Status**

- Availability: Full time/Part time.
- Traveling Flexible

### **Summary of Qualifications**

- Able to work under pressure individually or within a team.
- Quick thinker with simple, creative and day saving ideas and solutions.
- Hard worker, fast learner, and good planner and organizer
- Adept at planning, promotion and forecasting Leadership skills Able to work under pressure and under different circumstance

### **Hobbies**

Reading

Writing

Music

### **References**

Will be provided once requested