

29 years old
Dhofar University – Oman- B.S of Chemical Engineering
Good English skills
2+ years HR Experience
3+ Experience in customer service.
2 Years experience in files administrations.
3 Years experience in communication.

Baghdad - Iraq
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Skills and Qualities

Communication

- Very good communicator with internal and external actors.
- Have the ability to professionally handle Emails and communicate effectively with staff.
- Can easily communicate using outlook communication platform.

Administration

- Skilled in handling different filing systems and maintain inventory systems.
- I have the ability to organise documentation in a professional manner and ensure that all documents are stored correctly.
- Skilled in organizing meeting venues and prepare all the related needs for a proper meetings i.e. Stationary, IT equipment and venue reservation etc.
- I can take care of files management including coping, organizing and maintaining with a high confidentiality.
- Can manage and carry our travel related tasks like communicating with travel agencies, booking flights and reserve accommodation in hotels.

Costumer Service

- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
- Keeping records of customer interactions, transactions, comments and complaints.
- Ensure customer satisfaction and provide professional customer support.

IT skills

- Ease of use of MS Word, outlook, PowerPoint and excel.
- I can use different interfaces of printers, and scanning machines.
- Experienced with oracle web platforms.

Language skills

- English
 - Good Speaking
 - Good Writing
 - Very Good Typing

Academic

- B.S of Chemical Engineering - Dhofar University – Salalah/Oman

TRAINING COURSES

- English language certificate from ELC institute - 2017 Salalah - Oman
- MS office - Al-Ebda'a center – 2007 – Salalah Oman
- HR training - (online course) - FORD Automobile
- Customer Handling: Concern Resolution Post-test – (online course) - FORD Automobile
- Communicating Effectively with Service Customers - (online course) - FORD Automobile
- You Are a Brand Ambassador (online course) - FORD Automobile
- Dealership Marketing: Brand Awareness (online course) - FORD Automobile
- Apply Your Communication Skills (online course) - FORD Automobile

EXPERIENCE

HR/International Rescue Committee Organization -November 2018-present

- Arrange and maintain employee contract, confirmation of employment, end of contract
- Compile and update employee records (hard and soft copies)
- Activation /Deactivation of e-mails
- Prepare SOS yearly reports/ Tax form
- Follow up with the employees to complete Timesheet or any required forms
- Arrange test for candidates
- Work with employee leaves tracking, Amendment of the leaves according to the Iraqi Labour Law
- Write and prepare the government letters

Sales Representative/ Hyundai G.K Automotive Company – JULY 2017 – October 2018

- Use Oracle system to insert sales and stock details.
- Manage sales department and stores department in central and southern Iraq.
- Responsible of sales transactions in Central Iraq.
- Training and develop new arriving employees including induction.
- Interfere in case of work issues or complication, provide solutions and ensure effective implementation of these solutions.
- Act as the company representative with new costumers and provide answers related to cars specifications.
- Manage cars inventory of Baghdad branch. Oversee ensure readiness of Baghdad's show-room.
- Send daily schedules of sales and inventory in all the branches of central and south Iraq to managers.
- Sending reports and communications to the company's branches in Dubai and Jordan
- Prepare a monthly plan to anticipate the sale and the needs of all branches
- Work, arrange and maintain all sales contracts.

Maintenance Consultant/HR in Ford NIVA January Automotive Company 2017 – June 2017

- Provide HR advices and oversee staff recruitment.
- Coordinates activities to ensure repair work is fixed right the first time and completed on time.
- Use Auto- Link System
- Deal with and act as a representative of the company with all customers.
- Provides excellent customer service by listening to customer inquiries and requests, asking questions to identify service needs, resolving customer concerns, and sells additional services when appropriate.
- Estimates cost and completion time/settles customer accounts.
- Obtains the customer's written approval on all repair orders at the time of the write-up or when closing additional add-on sales.
- Inspects every finished repair order for proper completion, pricing accuracy, and legibility.

- Meets or exceeds goals for add-on sales.

HR Compensation & benefits coordinator and Staff affairs in Itisaluna Telecom Company August 2014 – January 2016

- Responsibilities include to:
- Establish and maintain filing system for personnel files for national staff and HR Unit ensuring documents are kept securely and confidentiality.
- Establish and manage systems that track the work hours of employees. At the end of each payment cycle (i.e. month) the work hours should be approved by the appropriate manager and payroll should be prepared.
- Assure flow of personnel issues in Baghdad and governorates (Iraq Wide), including payroll, are maintained.
- Provision of support in the recruitment of new local staff, i.e.
- Brief new staff on Itisaluna personnel policies and assure further adherence.
- Maintaining the contact list for staff.
- Announce the team leaders for the probation period for his staff confirm letter.
- Maintain (record/update) staff database system and other excel sheets. Provide advice and support to managers and staff on human resource related matters.
- Follow up the employees' names for their annual appraisal.
- Prepare the new assignments.
- Check the clearance for each resigned or terminated employee & send emails to the Finance Department.
- Prepare monthly payroll info and make sure its timely submission to Finance.
- Prepare the employment contracts, new assignments, transfer, promotion letters and other personnel related letters.
- Provide general clerical and administrative support, draft routine correspondence, make copies of necessary documents, assist in translating and typing of documents, check monthly attendance sheet for staff and ensure that they are signed daily by all staff and etc.
- Book and arrange all EXPAT travels and hotels

Reference

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