

MOHAMMED ALJUDI

Proactive, customer-orientated retail professional with over 4 years of experience in reputable shops. Received 3 'Passion Awards' for delivering outstanding service and have consistently surpassed my target KPIs for mystery shoppers.



EXPERIENCE

Baghdad
June 2005 - November 2005

Air Conditioning Engineer

Al Elwea Hospital

Worked in Installing Air-Conditioning Equipment

Baghdad
August 2006 - March 2007

Air Conditioning Engineer

in Albaghdadia Company

installing APC air-conditioning systems for IT equipment

Baghdad
March 2007 - December 2015

Customer Service Representative

zain

- Customer Service
- receptionist
- Inventory Checking & providing to Employees
- Cashier & Financial management for Arasat Ros in Zain Company
- Sales
- VIP service corner

Baghdad
December 2015 - December 2019

Coordinator

Zain

coordinator in corporate sales planning & support with below Details

- 1-Act as focal person / project coordinator for key strategic projects related to sales activities in gathering operational requirements mainly from indirect sales and follow up on progress, system design, testing, & training.
- 2-Apply daily activation & Sales process on TABS including sold, issuing and serial assignment
- 3-Follow up and calculate the monthly commission for Corporate Sales
- 4-Prepare daily reports reflecting daily activation, services with all details
- 5-Prepare the required memo for any issue or exception needs, get management approval and follow up all the process steps with the related parties
- 6-Provide support to sales channels to solve operational problems related to stock, provisioning, quality problem of stock
- 7-one of the Key Persons in managing NPS with Customer Experience Dept.
- 8-Responsible about all Process Presentations in B2B Dept.

Baghdad
December 2019

Supervisor

Zain

- Activation & Verification Supervisor / Planning and Support Department-Business to Business Division

CONTACT INFORMATION

Email

maljudi84@gmail.com

Address

Iraq/Baghdad/Zayona/district 714 lane 21 building no.24

Phone

07901901018

SKILLS

- Excellent Communication & Interpersonal Skills
- Proficient in Microsoft Office
- Analytical Thinking
- Organized, Efficient & Responsible
- Problem Solver & Creative
- Dependable & able to Function Within a Team Environment
- Multitask, Manage Time & Setting Priorities
- Achievement-Driven
- High Energy
- Information Seeking

LANGUAGES

English

Advanced

French

Elementary

- Managing highly effective team

Baghdad
December 2017

Owner
Monsters Gym

Owner & Manager of Monsters Gym

EDUCATION

Baghdad
2006

Mechanical Engineering
University of technology

Air Conditioning Dept.

baghdad
2006

Secondary Shool
Baghdad College

It's special school all our subjects were in English not in Arabic

CERTIFICATIONS & COURSES

Studied French Language in Baghdad College Secondary School from 2002 till 2006
Acquired Certificate in Basic French Language from L'institute de Français in 2009
Acquired Computing & Computer Software from University of technology in 2004
Acquired Certificate from Denmark in APC air-conditioning systems for IT equipment which is part of Schneider Com.
Certificate from Huawei for CRM Billing system an Operational System Installed to Organize, Modify & Save the huge data for Zain Customers
Acquired Certificate in Android Applications from UDACITY Website
Acquired Certificate from Lynda.com in Web Design Fundamentals
Certificate in Google Sheets Essential Training Completed 4/23/2018 from Lynda.com
Certificate in Excel 2010 Essential Training Completed 7/5/2017 from Lynda.com
Certificate in Google Calendar Essential Training Completed 4/10/2018 from Lynda.com
certificate in Teamwork Foundations Completed 4/9/2018 from Lynda.com
Certificate in Time Management Fundamentals Completed 3/31/2018 from Lynda.com
Certificate in Communication Skills Completed 3/20/2017 from Lynda.com
Certificate in Adobe XD: Design a Mobile App (2016) Completed 3/8/2017 from Lynda.com
Certificate in Learning Internet Marketing Completed 12/4/2016 from Lynda.com
Certificate in Personal Finance Tips and Tricks Completed 8/7/2016 from Lynda.com
Certificate in Introduction to Web Design and Development Completed 1/18/2017 from Lynda.com
Certificate in Customer Service from Zain Com.
Certificate in Analytical Thinking from Zain Com. July-2018
Certificate in Business case development from Zain Com. April-2017
Certificate of appreciation from Zain com. for dedication & seeking knowledge
Certificate in Data Analysis from Zain Com. in April 2017
Certificate in Develop Disruptive Business Models from Zain Com. July 2018
Certificate in End to End Application Development from Zain Com. October-2019
Certificate in Internet of Things from Zain Com. March-2019
Certificate in Introduction to Entrepreneurship & Business Models from Zain Com. August-2017
Certificate in Managing Highly Effective Teams from Zain Com .April-2018
Certificate in MS Access course from Zain Com. Dec-2016
Certificate in PMP from MKnets March-2018

