**Suhair Qusay Abbass**

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**Nationality:** Iraqi, Jordanian.

**PERSONAL SUMMARY**

A challenging career in dynamic and progressive organization, to utilize and enhance my qualifications, skills and abilities to benefit the organization, In which I’ll be to apply my skills, Knowledge and talent aiming to achieve the organization goals.

**CAREER HISTORY**

**Deputy Manager- Airport Branch**

**Scopesky for communication company Sep-2014 to Dec-2017**

**Position overview:**

An Assistant Manager is responsible for scheduling employees, training new employees, and hiring new employees. Depending on the industry they may also be asked to handle escalated customer complaints as they often work in a customer facing role.

**Job responsibilities:**

* Ensuring that company policies are followed.
* Optimizing profits by controlling cost.
* Hiring, training and developing new employees.
* Resolving customer issues to their overall satisfaction.
* Maintaining an overall management style that follows company best practice.
* Preparing and renewal contracts with the customers.
* Providing leadership and direction to all employees.
* Preparing and presenting employees review.
* Taking disciplinary action when necessary.
* Ensuring the standard of consistence customer service.
* Completing tasks assigned by the general manager accurately and efficiently.

**Call center Supervisor**

**Iisalina Communication company Jul-2014 to Aug-2014**

**Position overview:**

Answer incoming calls from customers to take orders, answering inquires and questions, handle complaints, troubleshoot problems and provide information.

**Job responsibilities:**

* Answer calls and respond to emails.
* Handle customers inquiries both telephonically and by email.
* Research required information using available resources.
* Manage and resolve customer complaints.
* Provide customers with service information.
* Enter new customer information into system.
* Update existing customer information.
* Route calls to appropriate resource.
* Follow up customer calls where necessary.
* Document all call information according to standard operating procedures.

**Protection Officer Assistant**

# Almajed Humanitarian Organization 2012 to 2013

**Position overview:**

Under supervising of the international protection officer is in charge of assisting the Project manager in the daily implementation, monitoring and evaluation of the quality and effectiveness of the protection related field activities. The protection coordinator will guide the protection officer for what concern the technical protection aspects, such as training and/or tools.

**Job responsibilities:**

* Assist the international protection officer in develop and/or update all required protection tools, according to the program requirement.
* In cooperation with international protection officer, give technical support national INTERSOS protection team to ensure the correct implementation of the protection and respect protection standard.
* Ensure implementation of emergency assistance and discuss identified cases with case workers and consequently with the project manager, follow up case workers and case management.
* Regularly participate in case management conference, particularly when staff needs support with most complicated cases and support the reporting officer in development of all the required reports.

**Warehouse Manager**

**TOYOTA Kar Motors Apr-2010 to May-2012**

**Position overview:**

Warehouse manager is responsible for organizing the safe and efficient receipt, storage and dispatch of warehouse goods.

**Job responsibilities:**

* Processing orders.
* Operating mechanical and IT system.
* Liaising with customers and other departments.
* Training, supervising and appraising staff.
* Maintaining statistical and financial records.
* Ensuring that quality objectives and delivery deadline are met.

**Business Coordinator and representative**

**MARKZ company at Baghdad Int. Fair Sep 2009 to Oct-2011**

**Position overview**

Under the direct supervision of the Fairs Board, Business coordinator typically provides supports to the participating companies in the fairs in administrative functions such as purchasing, billing, promotion, reporting and filling. And usually reports to the main manager to handling any logistics required for running business.

**Job responsibilities:**

* Representative the participating companies during the period of international forums of Baghdad International Fair which is held annually.
* Negotiating procurement and coordinating budget.
* Manage expense reporting, and financial records and audits.
* Promote the business of the participating companies in the fair and working to achieve their goals.

**Education:**

* BA in Computer Technical Engineering Department - from Dijla University Collage 2013-2014
* High Diploma in Business Administration / Management, from Mount William University 2017.

**Membership:**

* Membership at Iraqi Engineering Union since 2016.
* Membership at Federation Of Engineering.

**Personal & Soft Skills:**

* Ability to balance priorities and coordinate work effectively .
* Leadership skills.
* Excellent analytical skills.
* An aptitude figures.
* Ability to stay calm under pressure.