**AMER SALAH ALEDANEY**

**Accounting Specialist**

***“A highly motivated candidate able to work alone or as a part of team with excellent Communications skills within all cultures and environments. “***

###### **PERSONAL INFORMATION:**

* **Name:** AMER SALAH ABULHASSAN ALEDANEY
* **Address:** Al-Tannumah, Basra, Iraq
* **Date of birth:** 6 Oct. 1988
* **Gender:** Male
* **Nationality:** Iraqi
* **Marital status:** Married, Have three Kids
* **Contact No:** 07800113334
* **Email:** [***amiredaney @yahoo.com***](mailto:amer_kh88@yahoo.com)

**LANGUAGES:**

* Arabic:Excellent (Mother Tongue)
* English: Intermediate level (Reading / Writing / Speaking).

**ACADEMIC QUALIFICATION:**

* Bachelor of Science Accounting (College of Management and Economics - Basra University - 2009 - 2010 ).
* Trainedduring the internship in the central bank of Iraq and earned the Distinction in the field of accounting.

# SUMMERY OF QUILFICATION:

# Ability to work in the field in the account management.

# A proficiency in calculations of the advanced developed a cost accounting.

# Ability to manage production accounts for companies that are running costs and operating companies that specializes in the management of individuals by calculating wages and incentives for individuals by following the Special Administrative Partner.

# Ability to work with others.

# Ability to think logically.

# Self-confidence.

# Coolness under pressure.

# Willingness to accept responsibility.

# Leadership ability.

# Self-discipline and ability to focus on task at hand.

**COMPUTER SKILLS:**

* Excellent experience in computer / internet / typing skills.
* Excellent experience in Microsoft's Office (MS Word – MS Excel – MS PowerPoint. Etc.).
* Excellent Experience in Computer’s Operating Systems (7 & 8 & 10).

# EXPERIENCEs:

* **From March. 2012 – To July. 2018 :**
* **Position:** Call Agent Service.
* **Employer:** Zain Iraq for mobile communications.
* **Description:**

The jobs in this level are responsible for handling the day-to-day requests from customers’ and ensuring resolution of complaints in an efficient and timely manner whilst ensuring a high level of customer satisfaction. The jobs are also responsible for direct interaction with current and potential customers with regards to inquiries or seeking information on products or services.

* **Duties & Responsibilities:**
* Understand Customer Care Strategy and plans and participate in the achievement of objectives and targets
* Implement Customer Care Department policies and procedures
* Receive and respond to customers and provide information on products/services and handle outbound/inbound calls to ensure information is provided on Zain IQ new products/services/promotions
* Escalate cases as needed to ensure questions are addressed in a timely and efficient manner
* Upsell/cross-sell products to increase sales and generate revenues
* Handle outgoing calls/mail channel lists to obtain customer feedback
* Maintain professional and courteous communication / quality of service with customers at all times to maintain customer satisfaction
* Support new services and solutions development and management processes as required to ensure fulfilment of new products requirements impacting quality of products provisioning
* Execute tasks as per the Zain IQ established plan, policies and procedures to ensure consistency in handling business cases and achieve targets
* **From July. 2011 – To Feb. 2012 :**
* **Position:** Financial Accountant.
* **Employer:** National Company of the soft drinks.
* **Duties & Responsibilities:**
* I have worked on organizing financial statements resulting from the outputs of the company (sales) to customers and continue to pay the financial statements by the customer.
* I have worked four-month period with the same company costing examiner at the Department of costs in examining and comparing standard costs to actual costs per unit and determine the profit and loss from which calculates profits and losses of the company.
* **From Jan. 2010 – To Jun. 2010 :**
* **Position:** Accountant.
* **Employer:** Al-Burooj Medical Company
* **Duties & Responsibilities:**
* I have worked in the management of the company's business through marketing products and business managing.

**CERTIFICATE OF APPRECIATION:**

* Thank you certificate and appreciation from ZAIN IRAQ company for my dedication and continuous passion towards knowledge and development.
* Thank you certificate and appreciation from ZAIN IRAQ company for my great efforts and supporting for Karbala project.

**TRANING COURSES:**

The certificates are awarded in recognition of achievement and commitment to delivering the highest degree of customer service at ZAIN IRAQ:

* Call Center supervisory program from 1st Feb – 31st Dec. 201.
* Executive secretary and office management prescribed and parted by Al Maisarah for Training and development MTD 2016.
* Call Center School’s examination for mastery certificate in the area of Call Center Supervision.
* Call Center School’s examination for mastery certificate in the area of Quality Assurance.
* Call Center School’s examination for mastery certificate in the area of Vocal Victories.
* Call Center School’s examination for mastery certificate in the area of workforce Management.

REFERENCES:

Available upon request.

AMER ALEDANY

4 AUG. 2018