International Business Professional, skilled and experienced in the field of Project Management, Accounting and Administration. 13+ years of experience working with global companies. Fluent in English and Arabic

#### Professional Training

Project Management, Financial Reporting, Risk Management, Budget Preparation, GAAP & SOX Audit, Customer Service, Office Management, Economic Analysis Supply & Demand, Supply chain Management, JIT inventory, shortage & surpluses, SWOT Analysis, Paradoxical Thinking, Proficient in MS. Office, Bi-Lingual (English/Arabic).

#### Professional Experience

Gulf Insurance Company – Baghdad, Iraq Aug 2018-current

*(Leading Insurance Company)*

**Insurance Coordinator**

* Organize and process insurance claims and maintain records of all transactions.
* Manage claims pay out process and ensure all invoices are properly generated.
* Maintains administrative workflow by generating correspondence letters, developing reports and procedures.
* Maintains rapport with customers, managers, and employees by arranging continuing contacts; researching and developing new services and methods.
* Act as a liaison between external vendors and internal departments.
* Responsible for maintaining the databases, generate reports, check emails, mails and send prompt replies for the action to be taken in a timely manner.

National University of San Diego – California 2013 - 2018

*(Private Non-Profit Educational Institute)*

**Library Technical Assistant**

* Assisted readers in the use of library catalogs, databases, and indexes to locate books and other materials.
* Updated library website with new and existing books.
* Compiled records; sort and shelve books; remove or repair damaged books.
* Registered patrons; check materials in and out of the circulation process.
* Replaced materials in shelving area (stacks) or files.
* Requesting Academic materials from other academics.
* Shipped materials to the students.
* Discard books and deleted from the library website

Walmart, Inc. - San Diego, CA 2015 -2017

*(American multinational retail corporation)*

**Customer Services Manager**

Customer relation, outstanding customer services skills, cash handling, expert using cash register, handle customer inquiries, billing payment, issue money order, check cashing, open a new Walmart credit card, expert with using financial services through Walmart to Walmart or MoneyGram, trained new employees, exceed customer’s expectations by delivering an exceptional customer service.

BearingPoint, Inc. – Baghdad, Iraq 2006-2009

*(Business Consulting and Systems Integration firm)*

**Project Assistant - Operations**

* Prepared the training budget, updated project plans, and travel schedules.
* Organized numerous events in various countries to train Iraqi government officials led by BearingPoint
* Tracked staff’s hours, generated, process payroll input for monthly payment by accounting by adding total hours works and monthly leaves.

FLUOR, Baghdad, Iraq 2004 - 2006

*(Global Engineering and Construction Company)*

**Project Assistant – Water Sector**

* Analyzed and Designed daily reports and updating the progress quantity sheet.
* Implemented material requisition forms, closing out projects, negotiate with suppliers and vendors, evaluating bids of contracts.

**Education**

* Master of Business Administration (M.B.A.), [Accounting](http://www.linkedin.com/search?search=&keywords=Accounting&sortCriteria=R&keepFacets=true&trk=prof-edu-field_of_study) , National University, CA, San Diego- 2013.
* Bachelors of Business, Baghdad University

#### Coursework

* PMP/CAPM Test Preparation Class
* Accounting Merchandising & [Accounting Services](http://www.linkedin.com/profile/view?id=46357447&trk=nav_responsive_tab_profile), QuickBooks [Certification Class](http://www.linkedin.com/profile/view?id=46357447&trk=nav_responsive_tab_profile)
* Risk Management, Internal Audit, Internal Control, Policies and Procedures Course
* Preventing harassment& Sexual Violence (EDU-AJ)
* FERPA Basics, Injury& Illness Prevention