**Curriculum Vitae**

**Personal Information**

Given Name: Redar Rwar

Surname: Mustafa

Place of birth & residence: Erbil

Birthday: April 7, 1987

Nationality: Iraqi \Kurd

Address: 5 Hasarock, Erbil, Iraq

Telephone No. (+964)750 7597120

E-mail Address: [redar.rwar-87@gmail.com](mailto:redar.rwar-87@gmail.com)

**Formal Education Institution Name / city**

* High School / Aketo high school, Erbil
* UN certification in Marketing, Project Managing, Accounting, and Customer Service

**Skills**

**Computer Programming Skills:**

* Great ability in writing operating various Windows Systems and software.
* Great Ability in operating Microsoft Office including Word, Exile, Access and PowerPoint.
* Great ability in operating Opera System to:

1. To Create Guest Profile.

2. Handling Guest Telephone Call In & Out.

3. Checking Arrival for the Day.

4. Checking Departure for the Day.

5. Handling Housekeeping Discrepancy.

6. Working on Shift Check List.

7. Professional in Handling Guest Complains.

**Language Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| Writing | Reading | Speaking | Languages |
| Excellent | Excellent | Excellent | Kurdish |
| Excellent | Excellent | Excellent | English |
| Excellent | Excellent | Excellent | Arabic |

**Work and Experience**

Warehouse manager at [Al-mouyasser Company](https://www.facebook.com/pages/Al-mouyasser-company/594483023933632?ref=br_rs) . June 2008 - August 2010/ Erbil

Duties and Responsibilities:

- At first ,it was equipped for perfume and make-up.

- Two months later, I became a assistant warehouse manager.

- After three months became warehouse manager for perfumes and make-up

- Marketing Activities by Planning with the Director-section.

- Work closely with product managers & sales team and continuously feed them with marketing plans.  
- Arrange and coordinate product launching Plan & activities.  
- Develop, recommend & enhance the quality of Product display.

- Work closely & brief the agencies  
-Weekly, Monthly & Quarterly Marketing Reporting activities With the customer

-Handling all In store marketing activities from Product display racks, designs and promotions.

-Decide and agree on the product road map based on the market needs.

\* My job was to be a controlled warehouse with assistance and marketing with attention to the smallest details with the customer and took all their views and hears them.

Manager in electricity shop for one year .Sep2010-SEP2011

Managing an Electricity store and selling electrical equipment and checking the daily reports and data information of sales.

Telephone Operator, Rotana Hotel**.** August2012- February2013.

Customer service and answering customer's calls about services and requierments

**Samsung's customer service department** Feb.2012-Dec.2012

- My work at Samsung was contacted customers to take their complaints and opinions about our services

I was a link between the customers and the general manager and manager region's Samsung Oman Branch

**Hotel Grand Swiss Director I worked reception.Dec2012- July14**

Duties and Responsibilities:

- At the beginning of my work as Team Leader.

After months i became an assistant manager

-my work was with the rest of the departments manager also to ensure comfort and customer service to ensure customer comfort

*- After the Director General to merge sections* *my responsibility has become Customer Service and Sales and Marketing.*

***Manager assistant in Karin Factory/South branch.***

Assisting, handling the factory's daily reports, and checking the daily sales and operations.

\*Currently, I'm working as a Sales, Logistic, and Marketing manager in Rollin Roll Company for trading. Jan.2015-Till now.

**Extra skills**

* Community development, community mobilization
* Decision Marketing
* Time Management
* Self-Motivation
* Team work and Leadership
* Conflict Resolution
* Management Skills
* Knowledge in the general Economy of Iraq and Kurdistan region.
* Computer and Manager System skills
* Driving License.

References

Upon Request.

