RAYA JAMEEL

Iraq- Baghdad – Hay Aljamea’a

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Creative direction, analyzing situations and giving sound professional judgment on marketing communication strategies as they relate to fundraising goals. Results-driven and performance-focused professional, offering broad-based experience, strategic planning, and technical support. Armed with well-defined financial acumen and well-honed communication, problem-solving, analytical, and decision-making skills. Well-versed in meeting the demands of physically demanding tasks, and committed to continuous improvement and identification of new opportunities.

Organizational skills to handle multiple tasks and meet numerous deadlines.

# CORE COMPETENCIES

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| **Project planning**  **Financial statement**  **Project management** | **Resource management**  **Regulatory Compliance and Standards**  **Organizational Leadership and Team Building** |

# PROFESSIONAL EXPERIENCE

EARTHLINK NETWORK AND COMMUNICATION COMPANY

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| **Executive Administrative of Network operation center NOC Dep.** | Sep,2, 2014–present |

* Basic understanding of common IT and networking terminology.
* Work in quick books enterprise solution 15.0 system AND Sage system and Vtiger CRM system.
* Answering phones with precision by line, following standard operating procedures.
* Calling troubles out to carriers and other groups.
* Made invoices for each government department has Internet access
* Reacting to systematic events, outages, and incidents.
* Creating, updating, and resolving work tickets.
* Orchestrating, prioritizing, and reporting on all Incidents for Integrated Operations & Maintenance.
* Escalating issues and communicating situational awareness to management, sponsors, and clients.
* Recalling personnel as needed.
* Enabling and disabling network interfaces and devices.
* Time Management - managing one's own time and coordinating with the time of others.
* Customer Service - committed to providing the highest levels of customer service; understand and respond to the customer's requirements.
* Ability to work collaboratively across organizational boundaries.
* Communications - ability to communicate complex issues to technical staff, customers, and senior management  Provides daily reports on critical systems and high mission impact items.
* Strong analytical, conceptual, communication and organizational skills.
* Ability to effectively interface with all levels of personnel and management.
* Ability to work and thrive in a team environment.
* Strong problem-solving skills.
* Ability to self-motivate and work productively without supervision.

RAYA JAMEEL

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* Excellent oral and written communication skills.

ALBASHAAR TRADE COMPANY

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| **Sales and Marketing** | Sep 2012–Jan 2014 |

* Develop new business opportunities to meet trends
* Help develop and implement strategic sales plans
* Facilitate client requirements meetings – both in person and/or remotely using current online presentation applications
* Report weekly sales forecasts
* Develop market analysis to identify customer needs, price schedules, and discount rates
* Stay current with client needs, competition, and industry trends
* Deliver sales presentations/proposals to prospective clients with a successful closing rate  Develop and manage client & agency relationships
* Evaluate accounts
* Manage projects to make sure that they get completed in a timely manner
* Responsible for assisting with sales/marketing and advertising campaigns
* Maintain active participation and membership in networking organizations

INTERNATIONAL DEVELOPMENT BANK IDP

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| **Counter** |  |  |  |  |  | Feb 2010–Aug 2012 |

* Maintains all appropriate project deliverables and responsibilities; for example, project scheduling, risk management, change management, issue management and status reporting.
* Sell goods and services.
* Provide information for customers who have problems or questions.
* Demonstrate how to use a product and maximize the use of its features.
* Take money in the form of cash, credit card, or check.
* Ask for one or two forms of ID to confirm identity.
* Validate checks.
* Issue receipts, refunds, and credits.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Change receipt paper as needed.
* Resolve amount discrepancies.

# EDUCATION

* **Bachelor of Science in Computer Science: 2014, Baghdad University, College of Science.**
* **PMP in SAMAALFAJER | Training course.**
* **Course at Cambridge institute in English language ( level 2 )**
* **Selling Smarter | Training course**
* **Path Solution in Internet Banking system| Training course.**
* **Course in iMAL system for Core Banking**
* **Course in marketing and sales in ALABSHAR Company**
* **Course in, E-BANKING system, WESTERN UNION and alert services.**

# PROFESSIONAL DEVELOPMENT

**Payment, Adjustments, and Order Management | Credit Control and Collection Management**

# TECHNICAL ACUMEN

| Database and Internet Applications| Microsoft Office Suite|

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