Omar Mahmood

# job profile

1. Follow-up attendance & Absence of all staff coordination with HR teams by sending daily emails or absence sheets feedback..
2. Undertake the output and receivables items Requests that been addressed from our department for a period time of 10 minutes at most assuring that all the names of the materials are correct in coordination with storages and correct errors or and do the required modifications if needed ……
3. Undertake at least 90 % of the receivable and return requests items that been received out by technicians with at least one week coordinating with storage staff by tickets dropping out
4. Undertake all purchasing requests for all necessary items that are not available in our storage following with the Procurement Department for a period time of 48Hrs. at most ….
5. Follow up backup generators billings & national electricity wages in the period of 10 days….
6. Assistance back up for both administrative officers & follow up engineers …
7. Take care of coordination needed to do all work sheets and Advance payments accounting to all out door missions including auditing of high cost expenses that does not match the regular costs &following up all governorates second power source expense with a maximum of one week delay to complete all payments ….
8. Complete corrective tasks that effect the network availability within 24 hrs./week, or 99.9%-Network availability (Problem notification management+ Problem identification and Solving Problem remotely )….
9. Achieve 90% automation by ensuring all tickets(commenting updating) received per 24hrs/day, …
10. Assistance in back up engineers & following tasks (all MAX fiber nods &adding new point &follow up maintenance)….
11. Completing 90% of tasks assigned to, in correct way without returning back to site (due to damages, bad installation or Glitch suddenly)…
12. follow all outdoor field projects (fuel tanks & generators & new projects & urgent cases) in Rapid initiative manner …

# Experience

## Jul-2018 – Present EarthLink Tele. Baghdad

### Job title: Admin officer.

* Team leader of call center team, Customer service, Generate incident reports about all field tasks.

## Oct-2017 – Jul-2018 Talabaty Baghdad

### Job title: Supervisor.

* Team leader of call center team, Customer service, Generate incident reports about all field tasks.

#### Jun-2017 – Oct-2017 Fersous high school Baghdad

### Job title: Data entry

* This is the place for a brief summary of your key responsibilities and most stellar accomplishments.

# Education

## 2009 – 2013 Al-Rafidain University College Baghdad

### Bachelor’s degree in Software Engineering

# Training

## 2009 – 2010 IRD International Organization Baghdad

### Problem solving and Conflict resolution training

# Volunteering work

## Jan-2017 – May-2017 Al-Basheer Mid. School Baghdad

### Role: Teacher of Computer science

## 2010 – 2011 Ministry of Planning Baghdad

### Role: Population census officer

## 2005 – 2006 Al-Baset Institute Baghdad

### Role:Computer skills Trainer

# Skills & Abilities

Visual basic, MS office (PowerPoint, Access, Word, Outlook, Excel).

# References

### Loai hazim mohammed

Power Manager,Earthlink Telecommunication

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