**Amna Yahya ALALOUSI**



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**D.O.B**: 29/11/1991

**Personal summary:**

Looking for challenging career, where there is scope for success and development,

Out for the positive & bigger outlook, Currency is not matter, Thrive on Imagination

& Passion and ambition.

Rigorous thinking and boundless curiosity, having fun attitude is everything, Bottom

Line rises with the organization & good management (way of thousand steps starts by

One step).

**Profile:**

* Good user in computer program office (Word, Excel, PowerPoint, Access)
* Good in English language skills.
* Usual to work with high management projects.
* Worked with large motivated teams in hard situation conditions.
* Good on Project Management

**Education:**

B.Sc. Degree in Mathematical and computer application, College of Science, Al-Nahrain University, 2014.

**Work Experiences:**

**Strategy & Business Development Administrative Assistant**

**Zain Iraq, Baghdad**

**May 2018 - Present**

* Reporting Directly to the Chief Strategy Officer (CSO).
* Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
* Preparing coversheets, acceptances, and raise purchases requisitions by system.
* Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
* Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
* Anticipating the needs of others in order to ensure their seamless and positive experience.
* Producing and distribute correspondence memos, letters, and forms.
* Submitting and reconciling expense reports.
* Handling, overseeing, and following up multiple projects.
* Developing administrative staff by providing information, educational opportunities and experiential growth opportunities.
* Ensuring operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
* Maintaining supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
* Maintaining professional and technical knowledge by attending educational workshops.

**Outbound Agent**

**Zain Iraq, Baghdad**

**July 2016 - May 2018**

* Making outgoing calls to vendors and customers.
* Informing them about new products and services.
* Listening to objections and handle them effectively.
* Entering the details of every interaction in the system.
* Resolving the customers’ complaints.

**Call Center Agent**

**Zain Iraq, Baghdad**

**December 2014 - July 2016**

* Answering phones from customers professionally and responding to customer inquiries and complaints.
* Researching required information using available resources.
* Handling and resolving customer complaints regarding product sales to customer service problems.
* Providing customers with the company’s services and products information.
* Processing forms, orders, and applications requested by the customers.
* Identifying, escalating priority issues and reporting to the high-level management.
* Routing inbound calls to the appropriate resources.
* Following up complicated customer calls where required.
* Completing call notes and call reports as necessary and updating them in the CRM.
* Obtaining and evaluating all relevant data to handle complaints and inquiries.
* Managing administration, communicating and coordinating with internal departments.

**Certificates:**

Certificate in (Develop Disruptive Business Models) - 2018

Certificate in (Business English) with MK nets.

Certificate in (English Program) with Clic learning

Certificate in (Body Language for Women) - 2018

Certificate in (Executive Presence for Women) – 2018

**Skills:**

* Good participant at humanitarian foundations.
* Good presenter for projects.
* Ready for handling any hard situation either at field of office.
* Very Good in office.
* Relation management.
* Good team working skills.
* Able to demonstrate the drive and energy to deliver projects.
* The ability to use specialist knowledge creatively and innovatively to solve problems.
* Effective communication skills (spoken and written).
* Good knowledge in financial and procurement department.

**Learn of life**: “Courage is the most important of all the virtues because without courage, you can't practice any other virtue consistently.” 