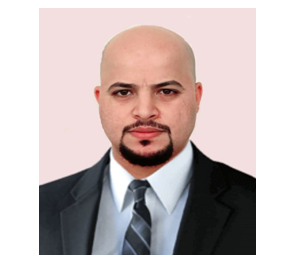
* **E-MAIL**: **ahmedsabah528@yahoo.com**
* **Address**: **Baghdad / Al Elam**
* **MOBILE**: **+964 7901 531 227**

# Personal information:

* ***NAME***: Ahmed Sabah Alawi.
* ***DATE OF BIRTH***: **24/01/1987**
* ***EDUCATION***:
  + - * + Software Engineering dep. From Baghdad College of Economical Science Dep. University.
* ***language***: Arabic, English
* ***computer skills***:

-windows

-internet

-Microsoft office (word, excel, PowerPoint, access, outlook)

- basic principles in prolog, Pascal & C++

-adobe Photoshop

-active back-office (back office system for brokerage firms)

* ***PROFILE:***
* A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. I also have a good knowledge of working with bank accounts and transactions.
* ***PERSONAL SKILLS***:
* *Problem solving*
* *Commitment to outcomes*
* *Highly analytical*
* *Helpful attitude*

# Work Experience:

1. **Baghdad international airport – Baghdad taxi project:**

**Job title**: Head of Information and Communications Department (Nov-2018 to present)**.**

1. **ZAIN Company in the following terms of reference:**

* Worked as a customer care services in Call Centre agent from 2010 to 2013
* Responsible for handling the day-to-day requests from customers’ and ensuring resolution of complaints in an efficient and timely manner whilst ensuring a high level of customer satisfaction. The jobs are also responsible for direct interaction with current and potential customers within ZAIN IQ outlets with regards to sales or information on products/services.
* Worked in archives dep. As a support agent from 2013 to 2014
* Worked in sales dep. from 2014 to 2015

At the same time, I was working as seller and customer service at branded shop of ZAIN IRAQ Company (branded of ZAIN).

* Understanding Direct Sales Strategy and plans and participate in the achievement of objectives and targets.
* Implementing Direct Sales policies and procedures.
* Handle e-mails and follow-up with customers concerning different requests / complaints ensuring fulfillment of their needs and requirements.
* Acting as a quality control on the Sales Representatives and report their failures to the Senior Sales Representative to tackle areas for development and training.
* Handling the opening of direct sales new branches and exchanges offices and coordinate their needs in terms of manpower, logistics, equipment, policies and procedures, forms, brochures, marketing material and other needs to ensure efficient operations.
* Submitting daily reports to direct report mentioning interventions and activities conducted and keep records feedbacks/customer transactions and interactions as needed to track achievements and get recommendations.
* Worked in marketing dep. From 2015 to 2017.
* Experience in marketing for more than two years where I worked as an e-marketing department manager, which includes marketing through social media and telemarketing.
* I have also worked as a direct marketing team leader who has played an important role in marketing many products because we have recent and useful ideas.
* Worked as a Back Office agent from 2017 to 2018.

1. **Al Sabah Newspaper:**

In the Editorial department from 2011 to 2012

1. **GUL Commercial bank:**

As software systems engineer from 2012 to 2013

* Responsible for focusing on areas that will include promoting stability and quality of banking systems in line with The Bank strategy and technology management policies, along with day to day operation and oversight for the various applications operating in the banking systems group. And to work closely with the Technology Services teams as part of the banking systems support team to ensure that the business requirements are being met.

(Now looking further to accept new challenge)