

YOUSIF ISMAIL

YOUSIFISMAIL.COM

PROFESSIONAL SKILLS

- **FRONT-END DEVELOPER:**
(HTML, CSS, JAVASCRIPT, BOOTSTRAP, TAILWIND CSS, SASS, REACT JS, JQUERY,JSON API, REDUX, NPM, FIREBASE, NETLIFY, GIT, GITHUB, RESPONSIVE WEBSITE & MOBILE FIRST WEBSITES, AGILE & SCRUM METHODOLOGY).
- **COMMUNICATION.**
- **TEAM WORK.**
- **PROBLEM SOLVING.**
- **CREATIVITY.**
- **ADAPTABILITY**
- **Interpersonal Skills**
- **Work Ethic**
- **Time Management**

EDUCATION

Duhok Polytechnic University
(Diploma in Information Technology) (2015-2017)

Headway Languages Institution
(Diploma in English Language)
(2012-2014)

LANGUAGE

Kurdish (native)
Arabic (fluent)
English (fluent)

CONTACT

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EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

NassPay, Nasswallet, Arbela (Jun 2021-present)

- Answer incoming calls and respond to customer's emails
- Manage and resolve customer complaints
- Identify and escalate issues to supervisors should it require management decision to solve it
- Provide products and service information to customers
- Research required information using available resources
- Document all call information according to the company's standard operating procedures
- Report to the management team trends in customer calls / complaints
- Follow up customer calls accordingly
- Complete all logged calls and report the final result

PROMOTER

NassWallet (Jun 2021 - Aug 2021)

- Demonstrate and provide information on Nasswallet application.
- Create a positive image and lead consumers to use it.
- Distributing product samples, brochures, flyers etc. to source new sales opportunities.

HEAD OFFICE ASSISTANCE

Sultan Hotel (Dec 2016 - May 2018)

- Taking care of organizing, coordinating, and preparing Management appointments.
- Effectively manage incoming calls and inquiries to head office.
- Receiving, sorting, and distributing daily incoming mail.
- Provide administrative and office support duties as needed or assigned by the Office Manager.
- Assisting in filing and scanning of documents.
- Filling all documents and sorting them according to hotel sorting systems.
- Handling data entry tasks and collating and updating information into the system.

SALESMAN

NEW CITY MALL, Electronic Department (May 2010 - Sept 2010)

- selling mobile sim cards.
- selling Mobile recharge cards and plans.
- Provide excellent customer service to clients.

PROJECTS

- **PORTFOLIO:** [HTTPS://YOUSIFISMAIL.COM](https://yousifismail.com)
- **WEATHER APP:** [HTTPS://WEATHER-73AAB.WEB.APP/](https://weather-73aab.web.app/)
- **GITHUB REPO:** [HTTPS://GITHUB.COM/YOUSIFR](https://github.com/yousifr)

AWARDS

AWARDED CERTIFICATE OF AWARD IN ENGLISH MICRO SCHOLARSHIP PROGRAM FROM THE EMBASSY OF USA.

AWARDED CERTIFICATE OF ACHIEVEMENT IN MATHEMATICS OLYMPIAD FROM FEZALAR SCHOOL.