

# YOUSIF ISMAIL

YOUSIFISMAIL.COM

## PROFESSIONAL SKILLS

### - FRONT-END :

( 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 (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 (2021- 2 months)

- 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 (2017-2018)

- 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.

### CAR WASH SUPERVISOR

Karzan Car Maintenance and accessories (2011-2012)

- supervise and help Clean interior and exterior with hand, brushes, and other relevant equipment.
- Assure Polish vehicle and dry exterior windshields windows and Mats are done professionally.
- support all Vacuum interior and add air fresheners.
- Maintain purchase and inventory of cleaning supplies.
- Drive vehicles to or from workshops or customers' workplaces or homes.

### SALESMAN

NEW CITY MALL, Electronic Department (2010- During summer holiday)

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

## 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.**