

Mahmood Talal Anwar

Erbil, Iraq | mahmmoodt@gmail.com | +9647507556763 | 13/5/1997

Professional Experience

Director Manager

Talal Tech – Erbil, Iraq

December 2024 – Present

- **Leadership & Management:** Oversaw day-to-day operations of Talal Tech, ensured high-quality customer service and smooth business operations, optimizing workflow and productivity across departments.
- **Sales & Customer Service:** Led the sales team, developing effective strategies to boost customer satisfaction and retention. Consistently exceeded sales targets, contributing to a 15% increase in annual profits.
- **Supply Chain & Vendor Relations:** Managed relationships with key suppliers and negotiated contracts for cost-effective product sourcing. Coordinated with supply chain partners to ensure timely delivery and stock management, leading to improved profit margins.
- **Product Importation:** Spearheaded the importation of products from China, handling logistics, customs processes, and vendor communication. This expansion of product offerings increased market reach and diversity in inventory.
- **Training & Development:** Developed and implemented comprehensive employee training programs focused on sales techniques, product knowledge, and customer service, resulting in a more skilled and efficient team.
- **Technical Support & New Projects:** Managed IT infrastructure, troubleshooting issues, and implementing new technical systems to improve business operations. Supported the integration of technology for better efficiency and scalability.

Operations & Administrative Coordinator

Anwar Hadad Company – Erbil, Iraq

November 2023 – November 2024

- **Administrative Support:** Managed day-to-day administrative tasks including document filing, correspondence handling, meeting scheduling, and maintaining organized records for smooth office operations.
- **Tender Preparation & Documentation:** Supported the tender application process by preparing, reviewing, and organizing required documents, ensuring accuracy, compliance, and timely submission to meet tender deadlines.
- **Vendor & Client Communication:** Communicated with suppliers, service providers, and clients to follow up on document requirements, request quotations, clarify details, and maintain professional business relationships.
- **Data Entry & Reporting:** Entered and updated data in internal systems, maintained accurate logs, and prepared regular reports for management on tender status, administrative activities, and office operations.

- **Inventory & Office Supplies Management:** Monitored office supply levels and stock, coordinated replenishment, and ensured availability of essential materials to support daily operations.
- **Shipment Coordination:** Provided support to basic logistics operations by tracking shipments, preparing related documentation, and ensuring timely coordination with suppliers for product or document delivery.
- **Cross-Department Support:** Coordinated with the finance, procurement, and operations teams to assist with administrative workflows, document approvals, and interdepartmental communication for efficient process alignment.

Logistics & IT

GAC Company – Erbil, Iraq

March 2022 – November 2023

- **Logistics Support:** Assisted with day-to-day logistics operations, including coordinating shipments, managing inventory.
- **IT Support:** Provided basic IT support to employees, including troubleshooting hardware/software issues and assisting with setting up workstations and network connectivity.
- **Inventory Management:** Helped monitor and update inventory records, ensuring accurate tracking of stock levels and reporting discrepancies to management.
- **Data Entry & Reporting:** Assisted in entering logistics data into the company system and generating reports for management review.
- **Email Management:** Assisted in configuring email accounts and ensuring proper functionality for clients, including troubleshooting email connectivity.
- **Mobile Device Setup:** Configured mobile phones for employees, ensuring seamless integration with company systems

Administrative & Marketing Representative

Go Travel – Erbil, Iraq

April 2016 – November 2018

- **Logistics Coordination:** Managed daily logistics and operational tasks including scheduling, travel arrangements, documentation processing, and coordination with suppliers to ensure smooth and efficient service delivery.
- **Administrative Support:** Performed administrative duties such as data entry, record management, preparing reports, handling correspondence, and maintaining organized filing and documentation systems.
- **Client Communication and Support:** Served as a primary point of contact for clients by responding to inquiries, providing clear information, and ensuring professional and timely customer support.
- **Marketing and Campaign Assistance:** Supported marketing activities by assisting in the preparation of promotional content, coordinating seasonal campaigns, and contributing to increased customer awareness and engagement.

- **Market Research and Analysis:** Conducted basic research on customer needs, competitor activities, and market trends to support decision-making, service improvements, and marketing strategy development.
-

Education

Bachelor of Science in Computer Networking

LFU, Erbil, Iraq

Graduated: May 2022

IT Diploma

Laveen Institute, Erbil, Iraq

Graduated: May 2017

Languages

- **Kurdish:** Native language
 - **English:** Fluent (both written and spoken)
 - **Arabic:** Very good (written and spoken)
 - **Turkish:** Intermediate (conversational)
-

Technical Skills

Networking & IT Systems

- **Networking Hardware:** Experienced with Cisco, Planet, and UniFi devices (switches, routers, access points).
- **Network Configuration & Management:** Skilled in setting up, configuring, and troubleshooting network devices and systems.
- **IT Support:** Comprehensive experience providing IT support, troubleshooting software/hardware issues, and optimizing systems for business use.
- **Operating Systems:** Strong knowledge of Windows OS (Windows 10, 11, Server) for desktop and server management.
- **IP Phone Systems:** Installation and configuration of VoIP/IP phone systems for businesses.

Software & Tools

- **Design & Multimedia:**
 - **Photoshop:** Advanced skills in photo editing, graphic design, and creating visual content.
 - **Video Editing:** Proficient in Filmora for video editing, including adding effects, transitions, and basic post-production.
 - **Canva:** Experienced in using Canva for designing social media graphics, presentations, and marketing materials.
- **Office Software:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), including data analysis, reporting, and creating professional documents and presentations.

- **Business Systems & Support:**
 - **Customer Support:** Skilled in providing technical support, troubleshooting, and maintaining systems for end-users.
 - **CRM Software:** Knowledge of CRM tools such as Zoho CRM and HubSpot for managing client data, tracking communication, and supporting customer service processes.
 - **Logistics & Supply Chain Tools:** Familiar with using logistics and inventory systems for shipment tracking, stock monitoring, and supply chain coordination.
 - **ERP Systems (Enhanced):** Experience with ERP platforms such as Odoo and SAP (basic user), including modules for inventory, procurement, sales orders, and reporting.

Soft Skills

- **Leadership:** Managed teams and led projects to improve operational efficiency.
- **Communication:** Strong verbal and written communication skills in multiple languages.
- **Problem-Solving:** Resolved technical issues and customer challenges quickly and effectively.
- **Time Management:** Balanced multiple roles and responsibilities, maintaining high productivity.
- **Customer Service:** Consistently ensured customer satisfaction through proactive support and service.
- **Critical Thinking:** Analyzed situations and information to make informed decisions and solve complex problems.

References

Available upon request.