

Duaa Thamer Farman

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Date of Birth: 16/07/2000

Summary

Motivated professional with hands-on experience in airline ticketing systems, hotel bookings, and organizing tourism groups. Skilled in using Microsoft Excel and Office tools for data organization, reporting, and administrative tasks. Background includes roles in social media management and network troubleshooting. Strong customer service orientation, with a passion for learning emerging technologies such as AI and programming.

Languages

- Arabic: Native
- English: Proficient

Education

Bachelor of Communication Engineering - Al-Farahidi University, Baghdad, Iraq **(2020-2024)**

Professional Experience

Sales & Ticketing Officer - Sama sumer Travel & Tourism, Baghdad

Duration: 1 year

- Managed domestic and international flight bookings using airline systems.
- Processed hotel reservations and coordinated group travel packages.
- Used Microsoft Excel for tracking bookings, client information, and reports.
- Provided excellent customer service and resolved booking issues.

Social Media Manager - Self-Employment, Baghdad

- Developed and implemented strategies to boost brand presence online.
- Managed social media platforms, created content, and analyzed performance metrics.

Intern - EarthLink, Baghdad

- Assisted in writing and testing code for software and network systems.
- Collaborated with senior developers on infrastructure maintenance and optimization.

Skills

- Airline Ticketing Systems & Travel Booking
- Hotel Reservations & Tour Coordination
- Microsoft Excel & Office Tools
- Marketing & Sales

