

AYA MUSLIM SAMAWI

Baghdad, Al-Jihad neighborhood

+9647773424967

muslimaya764@gmail.com

PROFILE

A university graduate of one year, I have a few months of professional experience and potential for growth. I am capable of self-improvement and hard work, and I speak English and Turkish at an intermediate level. I enjoy all kinds of sports and find depth and commitment in writing. I am looking for an opportunity that will help me achieve my Sustainable Development Goals and further my personal growth.

EDUCATION

University of Baghdad

Khwarizmi College of Engineering Bachelor of Biochemical Engineering

(Experience Completion Date: July 2024)

WORK EXPERIENCE

SALES PROMOTER

JUL 2021 - SEP 2021

I would like to clarify that I worked as a perfume salesperson, where I presented perfumes, explained their features, and contributed to increasing sales. I worked in several different malls, and during this time I gained valuable experience in the art of persuasion and customer service.

INTERN SHIP PROGRAM AT COCA COLA COMPANY

JUL 2023 - OCT 2023

I trained at Al Waha Coca-Cola Iraq during the summer training program in the Master Data Management department in the sales department, and I was responsible for adding new points of sale to the system and compiling information into daily and weekly reports.

CALL CENTER

AUG 2024 - APL 2025

I worked as a call center employee taking and recording orders at a pharmacy called Mazaya, and also as an assistant to a pharmacy order manager.

SALES ACCOUNT EXECUTIVE

APL 2025- OCT 2025

I worked for Getty Tech Information Technology on a vehicle tracking project, selling devices with annual contracts and subscriptions to companies benefiting from them in the food and pharmaceutical sectors, where persuasion, training, and follow-up were involved.

KEY SKILLS

- Microsoft Office (Excel , Word , presentation)
 - Communication & Client Handling skills
 - Leadership and social influence
 - Problem Solving
 - Negotiation Skills
 - Technical Awareness
 - CRM Usage
 - Adaptability
 - Training Skills
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CERTIFICATIONS

- Coca cola Training program certificate
 - Tip of writing business emails
 - Supply chain foundations
 - Project management
 - Excel Essential Training (microsoft 365)
 - Leadership practical skills
 - Quality management foundations
 - Flutter App Designing lecture
 - Invisible features in Excel Microsoft
 - Learning LinkedIn Sales Navigator
 - Customer Success Management Fundamentals
 - Introduction to CRM Tools
 - Effective Follow-Up & Communication Skills
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TRAININGS

- Supply chain Warehousing and Direct Sales Department
- Professional Bank Transfers
- Legal contracts regarding sales with companies and authorized agents
- The work of the human resources admin and the company's policy Safety procedures in factories
- Initial production map of gaseous products
- Worker and women's rights in the work environment
- KPI (Key Performance Indicator)
- Quality Assurance (QA) – Techniques & Methodologies
- QA Training for Beginners
- CRM system in the world of accounting and sales
- Advantages and basics of GPS programming for vehicle tracking
- Customer service, communication skills, follow-up scheduling, and meeting arrangements
- Etiquette and techniques for formal emails related to offers and communication with companies