

Mohammed Sherzad Hussein

05/08/1998

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[kirkuk/iraq](#)

Education

Bachelor's Degree / College of Humanities Department of English (Kirkuk University) 2019-2023

Personal information

I have a diverse professional background, combining technical expertise and sales experience. I've worked in phone shops, handling customer service, product sales, and technical support. Additionally, you have skills in programming and system software development, showcasing I ability to work with technology on a deeper level. I experience in the selling shop market highlights your strengths in communication, problem-solving, and understanding customer needs. This blend of technical and sales skills makes you versatile and adaptable in various industries.

Work experience

Al Liqaa Group for Tourism and Traveling

Kirkuk, Iraq. Aug. 2022 – Present

- Ability to clearly convey information to clients, team members, and partners.
- Handle complaints, solve problems, and anticipate customer needs.
- Promote travel packages, tours, and destinations effectively.

- Understand and respect cultural differences to tailor services to diverse clients.
- Use of digital marketing tools and social media for promotion.
- Ensure accuracy in booking details, pricing, and travel documents.

Customer Service at Nawa Phone

Kirkuk, Iraq Jan.. 2019 –Dec. 2020

- Providing customer service, addressing inquiries and resolving issues related to cellphone purchases, repairs, and accessories.
- Assisting customers in selecting the right products and services based on their needs and preferences, enhancing overall satisfaction.
- Processing sales transactions efficiently, including handling payments, issuing receipts, and managing returns or exchanges.
- Managing inventory of accessories and spare parts, ensuring availability and organizing stock displays for optimal presentation.

Inventory Manager at Al-Enteesar Drugstore

Kirkuk, Iraq Dec. 2020 – Jan.

2022

- Managing and maintaining accurate inventory records for all pharmaceutical products, ensuring optimal stock levels and minimizing shortages.
- Analyzing sales data and inventory trends to forecast demand and adjust stock levels, accordingly, reducing overstock and stockouts.
- Organizing and maintaining a systematic storage system to ensure easy access and retrieval of products, optimizing space utilization.
- Conducting regular inventory audits to identify discrepancies and implement corrective actions to maintain inventory accuracy.

Languages:

Kurdish: native Language

English: Fluent (fluent speaking, listening and writing)

Arabic: Very Good (fluent speaking, listening and writing)

Technical skills:

- Microsoft Office (Word, Excel, Access, PowerPoint, etc..)
- Social media management (Facebook, twitter, emailing, etc.)