

Curriculum Vitae

Personal Information

Jihad Ahmad Ismail

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Professional Summary

Dedicated and results-driven professional with expertise in sales, inventory management, data entry, and customer service. Proven track record in managing store operations, handling stock control, and optimizing sales strategies. Strong communication skills with fluency in Kurdish, Arabic, and English. Proficient in Microsoft Excel, Word, and Odoo systems for data entry and business reporting.

Work Experience

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Order Management Agent – Toters Company (Night Shift) (Ongoing)

- Acted as a communication bridge between customers, drivers, and stores.
- Resolved issues via phone and chat support.
- Addressed logistics and technical problems from delivery drivers.
- Coordinated order flow and problem-solving between all parties involved.
- Demonstrated strong multitasking and problem-solving skills.
- Sent daily reports on cancellations, store-related issues, and driver concerns to the Fleet and Account Managers via Slack.

Warehouse Manager – DipnDip

- Responsible for overall warehouse management, organization, and operations.
- Arranged and maintained the warehouse to ensure efficient stock handling and accessibility.
- Conducted daily inventory checks to monitor stock levels and accuracy.
- Prepared and sent daily reports to the main project owner detailing sales performance and stock shortages.
- Coordinated with suppliers and internal teams to address inventory needs and avoid disruptions.

Operations Manager – Bazzarceline

- Oversaw daily business operations to ensure efficiency and effectiveness across departments.
- Managed inventory, logistics, and order fulfillment processes.
- Received invoices from suppliers and ensured accurate documentation and payment tracking.

- Coordinated with local delivery companies for smooth and timely dispatch of orders.
- Handled weekly income reporting for the Iraq branch and submitted reports to senior management.
- Communicated with international companies to manage the shipment of items to and from other countries.
- Coordinated with suppliers and vendors to maintain product availability and quality.
- Led a team to ensure smooth workflow and timely task execution.
- Implemented process improvements to enhance productivity and customer satisfaction.

Team Lead – Data Entry | Kabumm – Database Solution

- Led a team of 4 data entry specialists for an e-commerce shopping app project.
- Oversaw accurate product listing and ensured all items were properly entered into the system.
- Verified product details including titles, descriptions, and prices in three different languages.
- Ensured consistency, accuracy, and localization of product information across the platform.
- Collaborated with the technical and content teams to maintain data integrity and optimize the customer shopping experience.

Education

Bardarsh High School 2020

Skills

- Sales & Customer Service
- Inventory Management
- Data Entry & Report Generation
- Microsoft Excel & Word • Odoo System
- Social Media Marketing
- Problem-Solving & Communication

Languages

- Kurdish (Mother Tongue)
- Arabic (Fluent)
- English (Fluent)