

Twana Mohammed

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Summary

Experienced and versatile operations and logistics professional with over 9 years of progressive responsibility in operations, logistics, IT support, and administration within international development and donor-funded environments. Proven track record in project close-outs, asset management, procurement, vendor coordination, and office setups under tight deadlines. Demonstrated leadership by stepping into interim management roles, overseeing cross-functional teams, and ensuring compliance with USAID and organizational policies. Skilled in Microsoft Office Suite, Adobe Creative Suite, IT troubleshooting, Smartsheet, and social media management. Recognized for strong problem-solving abilities, timely execution, and maintaining high standards of operational efficiency. Successfully led the close-out of 3 major projects, coordinated the donation of over 8,000 items, terminated lease agreements.

Experience

Chemonics Iraq LLC. – (OTI-USAID)

Erbil, Iraq

Senior Operations Officer – Short-term Technical Assistance (STTA)

Apr 2025 – Present

- Led operational close-out activities, including collaboration with team leaders on project closure plans.
- Managed termination processes for leases, agreements, and contracts.
- Coordinated the donation of over 5,000+ non-expendable and expendable assets to eligible recipients.
- Oversaw the handover of residential accommodations for international staff.
- Directed the closure and handover of the Erbil office to the landlord.
- Secured and organized a new operational office to support ongoing company needs.
- Provided administrative and logistical support to the finance team, including processing payment requests.
- Retrieved and accounted for all project equipment from staff.
- Supervised the successful sale of high-value project equipment.
- Maintained documentation by uploading and organizing files in SharePoint and updating internal databases.
- Collaborated with the program team to donate equipment to grantees and government stakeholders.

Chemonics Iraq LLC. – Ta’afi Project (OTI-USAID)

Erbil, Iraq

Senior Operations Officer

Nov 2023 – Apr 2025

Procurement Management

- Independently managed the full procurement cycle: market research, solicitation, bid evaluation, negotiation, and contract finalization.
- Drafted and reviewed procurement documentation including RFQs, BPAs, LSAs, TSAs, negotiation memos, waivers, and subcontract consents.
- Ensured compliance with USAID regulations, Chemonics policies, and applicable local/international procurement standards.
- Maintained well-documented, audit-ready procurement files to ensure transparency, integrity, and accountability.
- Built and maintained strong vendor relationships with local, regional, and international suppliers to ensure quality and timely delivery.
- Managed procurement trackers using Smartsheet and digital tools, enhancing visibility and timely reporting.
- Resolved procurement challenges professionally, mitigating delays and proactively communicating with stakeholders.

Operations Leadership

- Oversaw day-to-day operational activities including logistics, facility management, vehicle and driver coordination, and inventory control.
- Supervised and mentored operations staff, including associates, assistants, logistics personnel, and drivers.
- Led onboarding of new staff and provided continuous operations training and support to team members.
- Conducted regular inventory audits and physical checks to ensure proper asset management and accurate recordkeeping.
- Coordinated with IT and security teams to maintain operational continuity, including internet systems, hardware, and office security tools.
- Ensured office readiness for remote work scenarios by supporting digital infrastructure and logistics planning.
- Managed international residential properties, ensuring timely rent and utility/service payments and leading the negotiation and renewal of lease agreements.
- Oversaw fleet operations, ensuring vehicle cleanliness, daily inspections, and compliance with TSA agreements and safety protocols.
- Managed communication contracts, collaborating with local telecom companies to ensure reliable and cost-effective services.
- Promoted transparency, accountability, and efficiency in all operational processes; actively contributed to strategic planning discussions.
- Took initiative to improve operations processes and tools, proposing and implementing enhancements to forms, policies, and workflows.
- Participated in internal OPS meetings to share insights, support team development, and foster knowledge exchange.

Chemonics Iraq LLC. – Ta’afi Project (OTI-USAID)

Erbil, Iraq

Operations Officer

Nov 2022 – Nov 2023

- Served as acting Operations Manager during absences, ensuring continuity of operations and team oversight.
- Managed cash advances and petty cash, handling up to \$7,500/month for direct purchases.
- Oversaw daily field operations, including facilities, logistics, equipment, and inventory management.
- Maintained accountability for 3,000+ assets, including tracking, storage, and inspection processes.
- Coordinated with IT and Security to ensure operational readiness of hardware, software, and communications infrastructure.
- Supervised operational staff including senior associates, drivers, and logistics personnel; managed vendor relationships and service contracts.
- Supported strategic planning through operational insights and contributions to program frameworks.

Chemonics Iraq LLC. – Ta’afi Project (OTI-USAID)

Erbil, Iraq

Feb 2022 – Nov 2022

Senior Operations Associate

- Coordinated logistics for stakeholder meetings and project events, including venue, travel, and vendor arrangements.
- Supported budget tracking and operational planning for in-country and international travel logistics.
- Managed petty cash and assisted in financial reconciliations and audits.
- Handled procurement processes, including vendor selection, contract modifications, and compliance with delivery standards.
- Maintained communication with partners on visa and residency matters for expatriates and third-country nationals.
- Oversaw project documentation and maintained organized filing and tracking systems for operations and vendor performance.
- Collaborated with operations leadership to monitor project activities and support contract compliance.

Chemonics Iraq LLC. – Ta’afi Project (OTI-USAID)

Erbil, Iraq

Mar 2021 – Feb 2022

Senior – Logistics Assistant/Driver

- Conducted procurement activities in compliance with Chemonics/USAID regulations, ensuring fair competition and accurate vendor vetting.
- Managed office and expatriate housing facilities, including lease agreements, maintenance, and operational payments.
- Oversaw goods inspection, receipt, and asset registration, maintaining up-to-date inventory and asset tracking systems.
- Supervised logistics teams and drivers, providing technical guidance and ensuring efficient transportation support.
- Prepared and updated lease agreements and procurement documentation (RFQs, TSAs, BPAs) to support operations.
- Handled vendor vetting and visual compliance checks, ensuring regulatory alignment.
- Supported the operations team and acted as interim Operations Manager when needed.

Chemonics Iraq LLC. – Ta’afi Project (OTI-USAID)

Erbil, Iraq

Aug 2019 – Mar 2022

Logistics Assistant/Driver

- Managed fleet operations and served as driver, ensuring vehicle safety, cleanliness, and maintenance through regular inspections and recordkeeping.
- Supported asset and inventory management, including tagging, tracking, reporting damages, and facilitating asset donation and disposal.
- Assisted with procurement tasks such as collecting quotations, preparing cash advances, and submitting payment requests for office supplies and services.
- Collaborated with IT and security teams on technical procurements, including sourcing internet providers, ID machines, and software.
- Handled the transportation of goods and supplies, ensuring timely and secure delivery.
- Prepared regular asset and operational reports to maintain oversight and compliance.

Al-Haidary Car Company

Erbil, Iraq

Dec 2014 – Aug 2019

IT Assistant

- Provided first-line technical support, resolving hardware, software, and network issues for office staff in a timely manner.
- Performed regular maintenance and troubleshooting of desktop computers, laptops, printers, and network infrastructure.

- Managed and configured internet services, ensuring reliable connectivity and minimal downtime for office operations.
- Maintained and administered local area network (LAN), including basic router and switch configuration.
- Installed and updated software applications, ensuring system compatibility and security compliance.
- Supported the procurement process by identifying IT needs, sourcing vendors, and managing IT supply inventory (e.g., ink, cables, devices).
- Set up and maintained printers and scanners, ensuring full functionality and integrating with the office network.
- Assisted with data backup processes and ensured the secure handling of digital assets and files.
- Provided training and guidance to staff on basic IT practices, software usage, and troubleshooting procedures.
- Documented technical issues and solutions to improve support processes and response times.

Education

Lebanese French University - LFU

Bachelor Degree (B.A) – Department of English Language

Erbil, Iraq

2014 – 2018

Arizona State University - ASU

Mini Masters in Supply Chain Management program

Online, U.S

2024 – 2024

Key Achievements

- **Successfully led 3 full project close-outs**, coordinating logistics, asset disposition, documentation, and stakeholder communication.
- **Managed the donation of over 8,000 assets** to more than 30 recipients, preparing and verifying all required paperwork and compliance documents.
- **Oversaw the termination of all vendor and lease agreements**, ensuring proper closure, documentation, and legal compliance.
- **Set up a new company office within just 3 days**, managing procurement, IT installation, facility readiness, and team mobilization.
- **Ensured timely financial close-out** by collaborating closely with the finance team to reconcile accounts and complete all outstanding vendor and supplier payments.
- **Led the sale of all remaining new company assets**, ensuring maximum value recovery and transparent recordkeeping during project closure.
- **Stepped into leadership roles**, acting as Operations Manager as needed and maintaining team performance and operational stability.
- **Managed over 3,000+ organizational assets**, implementing tracking systems and maintaining full accountability across multiple locations.
- **Streamlined logistics and procurement processes**, ensuring compliance with USAID and Chemonics policies and securing cost-effective, timely delivery.
- **Enhanced IT infrastructure and support**, reducing downtime and enabling remote work through reliable internet and hardware solutions.
- **Maintained 100% compliance** in asset documentation, lease agreements, and vendor vetting, consistently meeting donor audit requirements.
- **Built and managed strong vendor relationships**, overseeing contracts for services including transport, security, facilities, and supplies.
- **Improved operational systems**, developing efficient tracking tools, asset reports, and standard procedures to support organization-wide workflows.

Skills

- **Microsoft Office Suite:** Proficient in Word, Excel, PowerPoint, Outlook, and Teams for document creation, data analysis, presentations, and communication.
- **Adobe Creative Suite:** Skilled in Photoshop, Illustrator, and Acrobat for design, document editing, and visual content creation.
- **IT & Technical Support:** Strong knowledge of computer hardware and software troubleshooting, system maintenance, and basic network configuration.
- **Time Management:** Proven ability to prioritize tasks, meet deadlines, and manage multiple responsibilities under pressure.
- **Teamwork & Collaboration:** Effective team player with experience coordinating across departments and supporting cross-functional teams.
- **Problem-Solving:** Adept at identifying operational issues and implementing practical solutions to maintain workflow efficiency.
- **Customer Service:** Strong interpersonal skills with a focus on responsive and professional support to stakeholders and partners.
- **Social Media Management:** Capable of managing social platforms for internal communication and event promotion.
- **Smartsheet:** Experience using Smartsheet for task tracking, project management, and team collaboration.
- **Leadership:** Demonstrated leadership skills in managing teams, overseeing logistics, and stepping into senior roles when required.

Courses

- Procurement 101 – on USAID Project Aug 2024.
- Defensive Driving International Level 2, Valid 2 Years - (RoSPA Qualifications) Level 2 - Jan 31, 2023.
- Highfields Level 3 International Award in Emergency First Aid at Work and Use of an AED (Highfields Qualifications) -Jan 4, 2023.
- Anti-Harassment and Discrimination (Global Edition) - (Chemonics International Inc.) Sep 7, 2022.
- 2022 Global Cybersecurity Training - (Chemonics International Inc.) - Mar 13, 2022.
- First Time Chemonics Manager pilot program at Chemonics International - (Chemonics International Inc.) 2021.
- Managing Logistics - (LinkedIn) Jun 23, 2021.