

CONTACT

Hama.esaa@gmail.com
+964 (0) 781 332 0506
Erbil, Iraq

SKILLS

Communication Skills

Management

Microsoft Package

Problem-Solving

Sales

Patience

LANGUAGES

Kurdish (Sorani)

Kurdish (Badini)

Arabic

English

Turkish

EDUCATION

2021

Sallahadin University College
of Education /
English Department.

MUHAMMED ISSA KAK RASWL

EXPERIENCE

Logistics operation & sales Manager

October 2022 – Present

- Oversees the daily workings of warehouse operations plans manage, and implements schedules to ensure deadlines are met and maintain a high-quality standard of production and delivery
- Team management and the growth and success of the team and coordinates activates that affect operational decisions and business requirements, plans, schedules, and reviews workload and workforce and pricing strategy with air lines, sea lines and land trucks to make sure targets meet the cost-effective base and nurture of the duty.
- Planning and managing all operation team tasks.
- Suggest sales process improvements
- Review pending orders and specific customers' requests to ensure excellent service and customer experience

Customer Service Representative NassPay Company

NOVEMBER 2021 – JULY 2022

- Compile and analyze data over time to forecast sales trends, develop and monitor performance indicators communicate with the management team regularly
- Prepare accurate daily and monthly reports using data from internal sources
- Gather and analyze data in order to understand problems and address them proactively
- Collaborate with team members and members of other departments
- Suggest sales process improvements
- Liaise with account managers to develop specific sales strategies
- Stay up-to-date with new product and feature launches and ensure the sales team
- Review pending orders and specific customers' requests to ensure excellent customer service and customer experience of the organization

English Translator Freelance Work

FEBRUARY 2021 - MAY 2021

- Translating documents, paragraphs, reports, and videos from English and kurdish both sides.
- Correcting grammar mistakes and punctuation.
- Edit the document to ensure complete clarity and accuracy.

Salesman Galy Ali Bag Tourism Place

NOVEMBER 2017 – NOVEMBER 2020

- Present, promote and sell products/services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs

- ✓ Establish, develop and maintain positive business and customer relationships
- ✓ Reach out to customer leads through cold calling
- ✓ Expedite the resolution of customer problems and complaints to maximize satisfaction
- ✓ Achieve agreed upon sales targets and outcomes within schedule
- ✓ Coordinate sales effort with team members and other departments
- ✓ Making daily lists for needed products.
- ✓ Reporting daily for finance department

**Turkish Interpreter and Tour Guide
Freelance Work**

JUNE 2017- NOVEMBER 2017

- ✓ Translating orally for the customers.
- ✓ Guiding the customers to the best tourism place around Erbil.
- ✓ Staying with the customers till their journey was get ended.
- ✓ Taking customer from airport to the tourism places and taking them back to airport.
- ✓ Offering sightseeing advice.
- Undertaking research and planning tours