



Mustafa Ziad Rashid

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Date of Birth:
12-Jan-1996

Nationality:
Iraqi

Gender:
Male

Marital Status:
Married

Experienced administrative and operations professional with over seven years of progressive experience across the humanitarian and private sectors. My career began in the travel and aviation industry, where I advanced from customer service and visa processing to office branch management, leading HR, finance, and administrative functions. This foundation developed my skills in organizational management, client relations, and international coordination.

Since 2019, I have transitioned into the humanitarian field, working with national and international NGOs in Iraq and the region, as (Admin, Logistic, Security, HR). Currently serving as Admin Team Leader at the Norwegian Refugee Council (NRC), I oversee administrative systems, liaison with government authorities, and support cross-departmental coordination to ensure operational efficiency. I also completed a secondment with NRC MENA Regional Office in Jordan, strengthening my regional management and leadership capabilities.

I hold a Bachelor's degree in Geological Science, a Diploma in E-Tourism Management (Germany), and international certifications in Training of Trainers (ToT) and Negotiation (ToT). Fluent in English, Arabic, Turkish, and Kurdish, I bring strong communication, strategic planning, and problem-solving skills with a commitment to excellence, teamwork, and humanitarian values.

Education and International Qualifications

- Negotiation Training (ToT) MENA Regional Office - Jordan	Nov/2023 - Nov/2023
- Training of Trainers (ToT) Bbw Gmbh - Ada International - Baghdad	Mar/2022 - Apr/2022
- Diploma of E-Tourism Management Deutsche Management Akademie Niedersachsen –Erbil	Nov/2020 - Dec/2020
- Bachelor's degree in Geological Science Salahaddin University- Collage of Science	Nov/2013 - Jun/2017

Languages

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|--------------------------|---------------------------|----------------------|
| • Kurdish: Native | Arabic: Native | French: Basic |
| • English: Fluent | Turkish: Very Good | |

Work experience

Admin Team Leader Norwegian Refugee Council (NRC) – Iraq <i>(Seconded to NRC MENA Regional Office – Jordan)</i>	Jan 2023 – Present Feb–Mar 2024
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As Admin Team Leader, I oversee the effective delivery of office management, administration, and support services for NRC Iraq, ensuring alignment with organizational standards and compliance requirements.

Key Responsibilities & Achievements:

- Lead the implementation of NRC administrative policies, handbooks, and SOPs, ensuring full compliance and continuous improvement.
- Supervise all aspects of office operations, including maintenance, procurement of supplies, lease management, and guesthouse oversight.
- Manage visa and residency processes for international staff and visitors, maintaining accurate trackers for renewals and documentation.
- Coordinate with authorities, suppliers, brokers, and service providers to ensure smooth administrative operations and cost-effective solutions.
- Prepare and develop periodic management reports, ensuring accurate filing systems and documentation control in line with NRC policies.
- Support onboarding logistics by organizing accommodation, communication tools, and welcome packages for new staff and visitors.
- Promote organizational values including Protection from Sexual Exploitation and Abuse (PSEA) and uphold NRC's advocacy strategy for displaced populations.
- Contributed to the design and alignment of administrative procedures, recommending strategic improvements for efficiency.
- Updated and standardized administrative SOPs and lease agreements across multiple offices.
- Developed new tracking systems for stock, guesthouse expenses, and supplier coordination.
- Introducing team-building strategy and supported the rollout of a new online administration system.
- Strengthened communication and reporting mechanisms between the regional office and suppliers to improve workflow transparency.

Administration Liaison Officer

Norwegian Refugee Council (NRC) – Iraq

Aug 2022 – Jan 2023

Provided comprehensive administrative and logistical support to NRC's Iraq operations, ensuring efficient office management, compliance with organizational policies, and smooth coordination between internal teams and external partners.

Key Responsibilities & Achievements:

- Maintained accurate administrative archives and filing systems (hard and soft copies) in line with NRC regulations.
- Oversaw all travel, accommodation, and logistical arrangements for staff, visitors, and consultants, including airport transfers and guesthouse coordination.
- Acted as the main liaison with landlords and vendors, managing lease agreements, rent payments, renewals, and contract negotiations for offices and guesthouses.
- Served as the focal point with authorities and external bodies, managing NRC's official registrations, authorizations, and legal documentation.
- Administered visa, exit visa, and residency processes for expatriate staff and visitors, ensuring timely renewals and compliance with local regulations.
- Organized internal meetings, workshops, and official visits, ensuring venues and materials were well prepared.
- Managed courier and shipment services (local and international), ensuring proper documentation and delivery tracking.
- Supported staff by preparing official correspondence and letters (e.g., for banks, residency, and security clearances).
- Promoted efficiency and transparency within administrative operations by suggesting process improvements and maintaining strong coordination with other departments.

Administrator, Finance & HR Coordinator

Mercy Hands Organization for Humanitarian Aid - Iraq

Apr 2021 – Aug 2022

Progressively advanced through administrative and HR positions — from **Finance Assistant** to **HR Coordinator** — overseeing core operations in logistics, HR, finance, and compliance across North and South Iraq offices. Ensured smooth coordination, policy adherence, and efficient support to field projects in alignment with donor and organizational requirements.

Key Responsibilities & Achievements:

- Coordinated HR operations including recruitment, candidate interviews, onboarding, payroll preparation, attendance tracking, and leave management.

- Maintained HR archives in both hard and soft copies, ensuring confidentiality and compliance with audit standards.
- Managed petty cash, prepared PRFs, and handled money requests, ensuring transparency and accountability in financial transactions.
- Prepared payrolls, timesheets, and monthly reports, supporting accurate and timely staff payments.
- Acted as the focal point between the North and South regions, ensuring effective communication, coordination, and logistical alignment.
- Handled office logistics and asset management, ensuring availability of supplies, maintenance, and compliance with donor procurement policies.
- Managed government liaison tasks, including residencies, legal documentation, and coordination with ministries.
- Assisted in tender openings, procurement assessments, and translation of official documents.
- Supported project logistics, including travel arrangements and compliance with donor policies.
- Led coordination with drivers and transportation for operational support across project areas.

Volunteer

The Red Crescent Organization - Iraq

Mar 2020 – Jan 2021

- Supported humanitarian and health initiatives, assisting in logistics and community outreach activities.
- Provided administrative and HR-related assistance to ensure smooth program implementation and coordination.

Office Branch Manager

Rekan Travel Agency - Iraq

Nov 2017 – Apr 2021

(Previously HR Assistant & Customer Service Agent)

Progressively advanced through HR and customer service roles, culminating as **Branch Office Manager** overseeing all **human resources, Administration, Finance operations** and **travel management services**. Ensured staff efficiency, maintained service quality, and managed travel-related operations including **ticketing, hotel bookings, and visa application processes**.

Key Responsibilities & Achievements:

- Led recruitment, training, and performance evaluation of staff, taking corrective actions when needed to maintain efficiency and professionalism.
- Managed HR operations including payroll processing, budgeting support, employee records, and coordination of benefits and documentation.
- Ensured office functionality, maintaining supplies, systems, and equipment in optimal working condition.
- Monitored expenditures and payroll in collaboration with the finance and management team to maintain cost control and compliance.
- Delivered high-quality customer service, resolving client issues promptly and ensuring customer satisfaction and loyalty.
- Handled visa applications, travel insurance, hotel reservations, and ticketing, including specialized knowledge of visa procedures in Iraq.
- Utilized Saber Red Workspace system for travel management and booking operations.
- Translated official documents between English, Arabic, and Kurdish for internal and client use.
- Represented the agency through customer visits and partner outreach, promoting business growth and partnerships.

Skills

Administrative & Organizational

- Office and Team Management
- Record Keeping and Archiving Systems
- Event and Meeting Coordination
- Document Preparation, Reporting, and Filing
- Time Management and Task Prioritization

HR & Management

- Recruitment Coordination and Interviewing
- Payroll Preparation and Leave Tracking
- Employee Relations and Onboarding Support
- Performance Monitoring Assistance

Technical & Digital

- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Drive, Forms)
- Data Entry and Information Management
- IT Troubleshooting and System Setup
- Adobe Photoshop and Visual Editing
- Basic Programming & Software Tools Familiarity

Additional Strengths

- Fast Learner and Highly Adaptable
- Creative Problem-Solving
- Detail-Oriented and Reliable
- Initiative and Strategic Thinking

Communication & Interpersonal

- Professional Email and Business Correspondence
- Cross-Cultural Communication and Team Collaboration
- Client Service and Conflict Resolution
- Reporting, Translation & Interpretation (English–Arabic–Kurdish–Turkish)

References

“References Available on Request”