

Boutros Laktineh

Personal Information

Date of birth: 19-May-1996

Nationality: Syrian

Address: Ankawa, Erbil, Iraq

Contact No.: +964 751 839 3974 / +964 773 377 2595

Email: peterlaktineh23@gmail.com

Profile Summary

A highly motivated and results-oriented fast learner individual who can make a significant contribution to the workplace, With a strong analytical thinking skills and three years of problem-solving experience. a fast learner and looking to apply my knowledge and skills in a dynamic team.

Education & Courses

- Bachelor's Degree in **Electronic and Communication Engineering** - Damascus University (2015/2021)
Graduation Project: Home access control system by using facial recognition algorithms on Pi microcontroller and Python code to identify registered persons.
- Network Essential Course - Cisco Network Academy <https://www.credly.com/badges/5c0f9aad-2656-4e79-96eb-7592b84f3730>

Work Experience

Quality Control Coordinator - Global Kurdi Company | Erbil (June 2023 – Current)

- Oversees the supply chain process for both inbound/outbound shipments for CRT and TTSPH healthcare products.
- Develop company's departments workflow through performing gap analysis, internal audits, and enhance communication and collaboration between departments which increased the productivity.
- Conducting regular training sessions for warehouse employees to raise awareness and ensure compliance to quality policies and procedures.
- Develop Warehouse procedures including storage capacity management, pick and pack process, distribution plans to cover the region, and enhancing orders tracking which reflected in reducing errors to less than 5% and meeting business demands and increasing customer satisfaction.
- Responsible for maintaining compliance to Quality Management System and improve it to meet business requirements and international standards.
- Using quality control tools during analysis and investigations to find the root cause of deviations and implementing Corrective Actions Preventive Actions Which reduced the number of deviations by half compared to previous years.
- Responsible for implementing and supervising Health, Environment and Safety procedures.
- Managing agreements with service providers and conducting assessment on QoS provided.

Key Achievements: Lead warehouse expansion to meet GDP and ISO requirements including layout design for all implemented systems HVAC system, CCTV, Access Control system, electrical and backup generator system, Racking system, Cold Rooms ...etc. closely oversees the construction process and following up with service providers on the needed specification and ensuring the correct implementation.

Data Entry - Global Kurdi Company | Erbil (April 2023 – June 2023)

- Using warehouse management system for data entry of receiving shipments, issuing invoices and deferent types of stock transactions.
- Preparing and extractions stock, sales and account reports as required.

Customer Service - Thomas for Print | Erbil (May 2022 – Feb 2023)

- Handled front desk tasks and assisted customers with their printing jobs, providing guidance and support as needed.
- Operated high-volume printers, including Canon and Brothers models with precision.
- Conducted regular maintenance on printers and equipment.

Customer Service - JawaTech | Damascus Suburb (Jun 2021 – Apr 2022)

- Handle front desk task
- Performing basic diagnosis and troubleshooting for PCs and other mobile devices.
- Assisting customers in identifying issues and explained solutions to restore service and functionality.

Language Skills

English: Upper-intermediate | **Arabic:** Mother Language