



Luqman Askandar Sultan

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EDUCATION:

- I got a Bachelor Degrees in Medicine Radiology and Diagnostic Imaging at Al-Noor University College In Mosul (Nineveh) Iraq.
- English Language Academy American University of Kurdistan, Duhok, Completed an intensive English language program focusing on academic proficiency. **Ielts Academic Certificate British Council Overall Band: 5.5** .
- Warehouse and Inventory Advance Management System, From 30/2/2021 _ 30/4/2021 At (Canada International Center) diploma certificate.
- Digital marketing agency from 27/10/2020 _29/10/2020 At (Top mountain business Incubator) certificate.
- Taken a professional course in Human Resources Management (HR) from 16/01/2022 _16/03/2022 At (Canada International Center) diploma certificate.
- International Business Administration From 07/11/2020-07/01/2020 at (Canada International Center) diploma certificate.
- Have a Valid Driver License with 5year experience, And valid international passport.

WORK EXPERIENCE:

Customer service and call center manager

Decmber2024_ October2025

Life Support Team (LST) Hospital in Erbil 32 Park(Sarbasti). Working on HAMSA System, Results-driven Customer Service and Call Centre Manager with extensive experience in the healthcare sector, dedicated to enhancing patient satisfaction and operational efficiency. Proficient in leading and developing customer service and call center teams, managing complex patient interactions, and ensuring effective collaboration with **finance, HR, operations, archives, insurance, and procurement departments**. Skilled in employee scheduling, email communication, and implementing process improvements to streamline operations. Committed to regulatory compliance and fostering a patient-centered environment that prioritizes quality care and service excellenc

Warehouse Associate –Almutahida Company (Manufacture) for packaging materials industries Co. Ltd.

Babylon- Iraq/June2023-Vov2024

Detail-oriented Warehouse Operations Specialist with extensive experience in inventory management and logistics. Proficient in utilizing **SAP Business One System** to optimize supply chain processes, manage stock levels, and generate performance reports. Demonstrated ability to conduct regular inventory checks, maintain accurate records, and ensure compliance with safety regulations. Skilled in operating warehouse equipment, including forklifts and pallet jacks, to facilitate efficient goods movement. Proven track record of collaborating with cross-functional teams to enhance operational efficiency and streamline warehouse processes. Committed to maintaining a clean and organized work environment while adhering to safety protocols.

Agenda (follow up) - Al- Hasani Home Center Company.

Jul2022- Nov 2022 – Erbil- Iraq

Results-driven Warehouse and Logistics Professional with hands-on experience in managing shipments, inventory tracking, and operational efficiency. Proficient in **using MAWARED ERP System and Power BI** to streamline processes and enhance data analysis. Demonstrated ability to handle diverse tasks, including packing, processing orders, restocking shelves, and ensuring timely shipments. Experienced in maintaining inventory accuracy and managing waste disposal effectively. Proven collaboration with warehouse management in **the Awerej Industrial Zone**, one of Baghdad's key industrial hubs, and practical training at Al-Hasani Home Center in Erbil. Committed to optimizing warehouse operations and contributing to a high-performance team.

Warehouse Manager (Inventory)- Iron and Steel Company

Nov2017- Nov2020- Duhok-Iraq

Accomplished Warehouse Manager with a proven track record in optimizing storage and distribution operations. Expert in planning and organizing warehouse layouts to maximize efficiency while managing inventory levels for timely replenishment. Skilled in coordinating the receipt and dispatch of goods, ensuring accurate order processing and shipment tracking. Adept at maintaining comprehensive records of inventory, warehouse activities, and employee performance. Committed to upholding health and safety regulations and implementing risk-minimizing procedures. Successfully led a team of 10 warehouse staff, providing training and coaching to enhance performance and ensure compliance with company standards. Instrumental in streamlining operations through the implementation of a new inventory management system.

Supervisor- Duhok -

Sep2021- Dec2021

Working with Acted Organisation Partnerships with UN.

Description The Job: Working as a supervisor managed a team leader more than 20 persons. Part Time

Language:

English: Fluency (Ielts academic certificate from British council)

Arabic: Native

Kurdish:(kurmanji & sorani) Native

Computer Skills:

Microsoft office word: Advanced

Microsoft office excel: Excellent

Microsoft office PowerPoint: Marvelous.

Microsoft office outlook: Advanced

Microsoft office Access: good

Gmail : Excellent.