

Haraa Basheer

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SUMMARY

Motivated Telecommunication Engineering graduate with a strong foundation in networking and communication systems. Skilled in CCNA networking concepts and Microsoft Office. Eager to apply academic knowledge and technical skills to contribute effectively in the fields of telecommunications, networking, or IT.

EDUCATION

University of Technology, Baghdad
B.Sc. in Communication Engineering

December 2021-May 2025

COURSES

-**CCNA:** Switching, Routing, and Wireless Essentials Issued by Cisco [Verify Credential](#)
-**Python for Data Science**, AI & Development (in progress).

WORK EXPERIENCE

Call Center Intern — Baly Company

October 2025-present

Baghdad, Iraq — Training Session

- Contacted drivers to verify account information and ensure data accuracy.
- Explained how to use the Baly application and provided step-by-step guidance.
- Responded to drivers' inquiries and supported them in resolving technical or operational issues.
- Strengthened communication skills and gained hands-on experience in customer and driver support.

ACADEMIC PROJECT

Secure Data Encryption Using Spiral Technique

- Developed a data encryption system using the Spiral Technique implemented in C++ (Visual Studio).
- Designed encryption for text, images, and video, focusing on security and randomness tests.
- Applied concepts of cryptography and secure communication.

SKILLS

Networking
AutoCAD

Microsoft Office
emailing and documentation

MATLAB

LANGUAGES

Arabic (Native)
English (Intermediate)