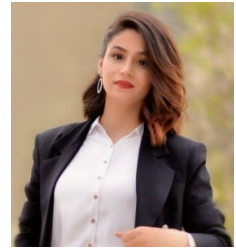


Khawla Arif Abdullah

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PERSONAL PROFILE

Mathematics graduate with specialized training in Data Analysis and extensive experience across education, finance, and sales operations. Skilled in Treasury & Collection, Sales Support, Agents Account Management, and Sales Planning, with a proven track record of leading teams, optimizing processes, and achieving measurable results. Strong analytical, organizational, and problem-solving abilities, complemented by experience as a freelance translator and math teacher. Highly adaptable and motivated to leverage expertise in operational management, data analysis, and strategic planning to contribute effectively within dynamic organizations.

KEY SKILLS

- **Communication and coordination skills:** very good communication and interpersonal skills, improved in various workplaces and while studying.
- **Team working and Organisation:** constantly improved in various workplaces, where I also learnt how to prioritize tasks and work with tight deadlines.
- **IT skills:** excellent knowledge of Microsoft Office (Word, Excel, Outlook and PowerPoint), and SQL, Tableau, R, Python.
- **Analytical Skills:** Strong ability to interpret complex data, identify trends, and provide actionable insights to support decision-making.
- **Translation:** experience in general and technical translation (course materials), and oral interpretation skills.

LANGUAGE PROFICIENCY

- **Kurdish:** mother tongue (Sorani and Badini)
- **English:** Fluent
- **Arabic:** Fluent in speaking and writing
- **Turkish:** Excellent in understanding and speaking.

WORK EXPERIENCE

January 2025 – Present Sales Planner, Fabyab Group, Erbil

- Developed and executed daily and weekly sales and production plans to meet customer demand within available production capacity.
- Managed purchase orders and monitored raw material and finished goods inventory to prevent shortages or delays.
- Collaborated with the sales team to create demand forecasts and translated them into production schedules and raw material requirements.
- Designed monthly and annual sales plans and compared them against actual sales performance to evaluate gaps and improve forecasting accuracy.
- Monitored stock levels and balanced production efficiency with cost optimization.
- Prepared regular performance reports, including sales vs. production, on-time delivery, and order fulfillment rates.
- Provided management with data and insights to enhance capacity utilization and reduce waste.
- Strengthened customer relationships by ensuring timely delivery and offering flexible solutions for urgent orders.

April 2024 – Present Account Manager, Fabyab Group, Erbil

- Managed and developed strong, long-term relationships with agents and key clients, serving as the primary point of contact between the factory and its agents.
- Designed and implemented monthly and annual sales plans for agents in line with overall company targets, ensuring consistent revenue growth.
- Received and processed agents' purchase orders, coordinating with planning, production, and logistics teams to guarantee on-time and accurate deliveries.
- Monitored stock levels and production schedules to avoid shortages and ensure smooth order fulfillment for key accounts.
- Handled client inquiries, resolved complaints, and ensured all products met agreed quality standards.
- Analyzed sales performance data and prepared periodic reports highlighting opportunities for growth and risks, presenting actionable recommendations to management.
- Collaborated with finance and production teams to develop competitive quotations and proposals for agents.

November 2023 – December 2024 Sales Support – Operations Department, Fabyab Group, Erbil

- Supervised and supported sales representatives across different regions, ensuring alignment with sales plans and targets.
- Organized and allocated sales territories to maximize market coverage and efficiency.
- Monitored and analyzed sales reports submitted by representatives, comparing results against planned objectives.
- Coordinated with internal departments (production, planning, and logistics) to provide operational support for sales representatives.
- Prepared monthly and annual performance reports for representatives and presented insights to management.
- Ensured smooth daily operations within the sales department by managing tasks, data, and regional assignments.

January 2023 – October 2023 Treasury & Collection Officer, Spacetoon Company, Erbil

- Managed daily cash operations, including receiving, recording, and depositing cash and checks from four retail branches.
- Collected outstanding payments from branches and ensured accurate reconciliation with sales records.
- Entered financial transactions, invoices, and receipts into the accounting system with high accuracy.
- Monitored cash flow and ensured daily balances matched both system records and actual cash on hand.
- Prepared and submitted daily and monthly financial reports to management for review and analysis.
- Coordinated with branch managers to resolve discrepancies and ensure smooth financial operations across all branches.
- Ensured compliance with company financial policies and maintained strict confidentiality of financial data.

July 2022 – October 2023 purchasing Agent, Spacetoon Company, Duhok

- Manage Purchase orders of various products from start to finish.
- Identify business requirements for goods, materials, and services.
- Find reliable suppliers to meet these requirements.
- Negotiate prices, build quality, and delivery terms.
- Set up the order quantities and make bid requests on supply contracts.
- Coordinate delivery and storage operations.
- Run quality control and product testing.
- Manage budgets based on ROIs and payments.
- This experience helped me to learn the responsibilities and gain the main skills of a great purchasing agent.

September 2021 – June 2022**Math Teacher, Stirling Girls College, Duhok**

- Taught Math classes to girls of various ages.
- This experience was especially valuable in terms of learning new content at the same time of teaching, as well as flexibility and team working skills.

February – May 2021 Trainee Math Teacher, Nilufer Girls High School, Erbil

- Learned the main aspects of teaching, while shadowing professors.
- This experience helped me match the theory to the practice and slowly build both my skills and confidence.

September 2017 – Present Freelance translator and interpreter, Erbil

- Provided written translation and oral interpreting services on a variety of subjects, such as commercial, academic, literary and technical documents / media files.
- Such translations were carried out in Kurdish, English or Arabic, depending on the requirements.
- Improved my language knowledge while researching sector specific terminology, as well as my IT skills when working on documents and files. Additionally, it was a good opportunity to improve my time management and multitasking skills.

EDUCATION

July – August 2025 Coursera, Online
Google Data Analytics

July – August 2021 UK Teachers Academy, Erbil (Kurdistan – Iraq)
Pre-Service Teacher Training Program – Teacher training course (theory and practice)
and English course

2017 – 2021 Tishk International University, Erbil (Kurdistan – Iraq)
BSc in Mathematics

2014 – 2017 Miserik High School (Duhok, Kurdistan – Iraq)
Scientific High School Diploma

