



Wisam Hasan

Iraq - Baghdad
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Profile:

Dynamic professional with 17 years of diverse experience in data management and project assistance, driving operational efficiencies and enhancing data accuracy. Expertise in developing quality assurance plans and implementing effective tracking systems to ensure project success and transparency, Adept at utilizing Microsoft applications to streamline processes and improve communication among teams, Proven ability to work under pressure while maintaining a strong focus on customer service and teamwork, committed to continuous growth and contributing to organizational success.

Skills:

- Excellent communication and interpersonal skills
 - Known in Microsoft Word, Excel, and Outlook
 - English & Arabic (read, write and speak)
 - Organized, efficient and responsible
 - Dependable and able to function within a team environment
 - Multi task, manage time and setting priorities
 - Ability to work both individually and as a team with minimum supervision
 - Self-motivator and organized with positive high energy
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Employment History:

- **Sr. Operations Assistant (Administration and field Support),
International Organization for Migration, Baghdad (Airport Office)
August 2015 — Present**
 - Organized and coordinated multiple project teams, ensuring effective communication and collaboration between personnel
 - Developed and implemented project quality assurance plans, ensuring that deliverables meet project requirements
 - Developed and implemented project tracking and reporting systems, providing key stakeholders with up-to-date project information
 - Created reports and documents as requested by the office manager
 - Learned and followed all Origination policies and procedures, resulting in fewer mistakes and improved customer service
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➤ **Project Assistant (Reintegration Program & Field Support),
International Organization for Migration, Baghdad and Nauru**

March 2012 — July 2015

- Identified and resolved project issues quickly and efficiently, minimizing impact on project progress.
- Coordinated with team members to ensure effective communication and project alignment.
- Assisted in developing project timelines and tracking deliverables to ensure timely completion.
- Implemented feedback mechanisms to enhance project outcomes and team performance.
- Maintained project documentation to support operational transparency and accountability.

➤ **Project assistant (Resettlement Program & Voluntary Return Program),
International Organization for Migration, Baghdad (Airport Office)**

March 2010 — February 2012

- Greeted Refugees in a friendly and professional manner
- Handled Refugees complaints calmly and professionally, resolving Refugees issues in a timely manner
- Created reports and documents as requested by the office Learned and followed all Origination policies and procedures, resulting in fewer mistakes and improved customer service.
- Operated office equipment such as printers, copiers, fax machines and scanners, ensuring smooth operation of office operations

➤ **Data Entry, Dairy Company, Baghdad**

June 2009 — March 2010

- Entered large volumes of data into databases with X% accuracy
- Developed and maintained data entry guidelines and processes to ensure accuracy and consistency
- Identified and corrected data entry errors by cross-referencing information with source documents

➤ **Data Entry, Medical store, Baghdad**

July 2008 — May 2009

- Conducted data entry and verification to ensure data accuracy and completeness
- Successfully identified and resolved data entry errors, resulting in improved data accuracy
- Developed macros to automate data entry and reduce time spent on manual data entry

Education:

- bachelor's in Information Technology, University of Technology Computer Sciences, Baghdad September 2002 — July 2008
 - High school Certificate, Damascus High School, Baghdad September 1998 — July 2001
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References:

- Usama AKKHO - International Organization for Migration
+962799288834
 - Ali Saad Ali - Meddle East Airlines
+9647903612331 vipali86@yahoo.com
 - Maher ALNUAIMI - International Organization for Migration
+9647902394220 alnuaimie@gmail.com
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Courses:

- SSAFE, UNDSS April 2024
- BSAFE, International Organization for Migration September 2019
- Fraud and Malfeasance Prevention, International Organization for Migration July 2020
- PSEA, UNISEF and International Organization for Migration- April 2020
- Monitoring and evaluation, International Organization for Migration