



SHAPAL MOHAMMED IBRAHIM

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Nationality: Syrian

Date of Birth: January 04, 1998

PROFESSIONAL EXPERIENCE

May 2025 – July 2025

Customer Support Manager, CFI, Erbil, Iraq

- Led and mentored a customer support team, improving service quality and achieving a 20% increase in client satisfaction scores.
- Managed client onboarding and KYC/AML verification processes.
- Resolved complex customer issues efficiently, reducing response times and boosting client retention rates.
- Utilized CRM and trading platforms (MT4/MT5) to support clients with account inquiries, technical issues, and transaction requests.

March 2024 – April 2025

Admin and HR Manager, Golden Energy, Erbil, Iraq

- Posting job ads, managing applications, scheduling interviews, and assisting with candidate selection.
- Coordinating onboarding and orientation for new hires.
- Organizing, maintaining, and updating employee files physically and digitally.
- Preparing data for payroll processing and assisting with audits or reporting.
- Handling grievances and conflict resolution.
- Coordinating performance appraisals and feedback cycle and tracking KPIs or employee development progress.

August 2022 – February 2023

Training Manager, IAM, Erbil, Iraq

- Supervised and led training projects on different areas such as Management and Administration, Leadership, Human Resources and Personal Development.
- Conducted course assessment and training quality assurance for IAM accredited training centers.
- Conducted training needs analysis tailored to customer needs.
- Designed and developed training programs and materials.
- Promoted ISO standards amongst corporations and organizations operating in Iraq and KRI and provided them with necessary training.

November 20219 – June 2022

Project Lead and Quality Assurance Lead, Workwell, PLC, Duhok, Iraq

- Supervised and led over ten projects that focused on peacebuilding and training vulnerable communities in Iraq to acquire job skills.
- Monitored project progress and evaluated project teams with timely feedback on performance, professional growth, and work output: quality, speed and accuracy.
- Created and managed weekly plans, strategies and timeliness per project requirements.
- Analyzed data and created quantitative and qualitative reports to the management team.
- Managed payment process, including project accounting and invoicing.

- August 2019 – October 2019 **Temporary Project Supervisor, Workwell, PLC**, Duhok, Iraq
- Managed and supervised three coaches, two assistants, and thirty-three workers to collect 226300 images of 671 different objects.
 - Liaised with multiple stakeholders, including communication with the outsource party.
 - Monitored project progress and evaluated project teams with timely feedback on performance, professional growth, and work output: quality, speed and accuracy.
 - Managed payment process, including project accounting and invoicing.
- August 2018 – November 2019 **Livelihood Project Trainer, Workwell, PLC**, Duhok, Iraq
- Led physical and virtual training and capacity building sessions for youth in Iraq in different areas such as technology and language skills, data analysis, and personal and professional development.
 - Created training materials and developed and presented workshops.
 - Conducted impact interviews and calls.
 - Registered and interviewed program new applicants, physically and remotely.
- April 2018 – May 2018 **Microworker, Workwell**, Duhok, Iraq
- Labeling, segmenting, and tagging photos for international clients.
- January 2018 – March 2018 **Online Instructor, Natakalm Platform**, Iraq-Based/Remote
- Responsible for teaching Arabic language to foreigners.
- January 2017 – June 2017 **Cashier, Zinar Market**, Duhok, Iraq
- Accurately conducted transactions and managed payments.
 - Served as a point person for customer service.
- April 2016 **Translator, Erbil International Fair**, Erbil, Iraq
- Translated English, Kurdish, and Arabic.
- January 2016 **Promoter, Asiacell**, Erbil, Iraq
- Demonstrated professional customer service.
 - Distributed Asiacell marketing.
- August 2014 – December 2015 **Electrician, ESE**, Erbil, Iraq
- Completed small electric jobs with precision.

VOLUNTEER EXPERIENCE

- June 2018 – July 2018 **English Club Officer, Workwell**, Duhok, Iraq
- Organized social activities and games.
 - Developed English-language immersion program.
 - Provided mentorship and encouragement to program participants.

KEY SKILLS

Management

- Demonstrate extensive time management skills and the ability to prioritize tasks and manage deadlines.
- Possess the leadership skills necessary to effectively manage a collaborative team.
- Capable of providing mentorship and developing capacity-building training.
- Significant interpersonal communication skills and ability to disseminate information to multiple stakeholders.

Information Technology

- Project Management: Jira Work Management, Asana, ClickUp, Trello
- HR and EPR Systems: SAP SuccessFactors, Odoo, Bamboo HR, Zoho, Orange HR, and other HR & EPR systems.
- Microsoft Office: Word, Excel, Power Point, Power BI, MS Teams.
- Google Apps: Docs, Sheets, Slides, Google Forms, Google Classroom, Google Sites.
- Outlook Apps: Online Word, Excel, Power Point, Microsoft Forms, Sharepoint, Microsoft Teams, Microsoft Project.
- Database Management: Salesforce, HubSpot, KoboToolbox, Airtable, PSS and CRM systems.

Languages

- English: Fluent.
- Arabic: Fluent.
- Kurdish: Native.

EDUCATION

January 2019 – January 2023 **BS In Business Administration, University of The People**, Remotely Based in USA

QUALIFICATIONS & CERTIFICATIONS

June 2024	Certificate of Completion, EFQM Foundation Training , EFQM, KAN
October 2023	Certificate of Qualification, Train the Trainer (ToT) , IAM, QD Global
September 2023	Certificate of Qualification, Lead Auditor , IAM, QD Global
April 2023	Certificate of Completion, Project Management Foundations , LinkedIn, NASBA, and PMI
March 2022	Certificate of Completion, Communicating about Culturally Sensitive Issues , LinkedIn.
March 2022	Certificate of Completion, Conflict Resolution , LinkedIn.
November 2021	Certificate of Completion, Prevention of Sexual Exploitation and Abuse , Kaya
October 2021	Certificate of Completion, Leading Projects , LinkedIn, NASBA, and PMI
October 2021	Certificate of Completion, Decision-Making Strategies , LinkedIn, NASBA
October 2021	Certificate of Completion, C2 Proficient English Level Test , EF SET

REFERENCES

- **Paul Hindhaugh**, General Manager for IAM
paul.hindhaugh@instam.org
- **Jeff Tuffield**, Chief Technology Officer for PLC
jeff.tuffield@preemptivelove.org
- **Jena Borel**, Former Program Manager for WorkWell, PLC
j.marie.borel@gmail.com
- **Arish Latif**, BPO Manager for WorkWell, PLC
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