


Shahad Alzubaidi



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To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Skills

- Self-motivated professional
- Written Communication
- Customer Service
- Organization and Time management
- Computer skills
- Microsoft Office
- QuickBooks



Work History

2019-06 - Current

● **Coordinator, Public Relations and Marketing**

Almuqdma Althabita Company, Baghdad, Iraq

- Managed filing systems for electronic and hard copy documents to keep organized records.
- Managed conference scheduling and travel arrangements for key personnel.
- Received and responded to customer requests via letters, emails, telephone calls and in-person interactions.
- Managed office activities by maintaining communication between clients, tracking records and filing all documents.
- Entered and maintained departmental records in company database.
- Aided colleagues, managers and customers through regular communication and assistance.

2016-03 - 2019-05

● **Customer Service Representative**

Qatar Airways, Baghdad, Iraq

- Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.
- Secure gates by communicating with aircraft and relaying messages to ramp and ticket counter Checked-in passengers for international travel using computerized systems; verified documentation for international flights.
- Processed tickets, checked baggage and monitored carry-on baggage for size and quantity, collected checked baggage fees at gate, and assigned seats.
- Assisted customers with special needs and quickly addressed and resolved customer complaints.
- Provided primary customer support to internal and external customers.

2015-05 - 2016-02

Airline Customer Service Supervisor

Fly Baghdad, Baghdad, Iraq

- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Used coordination and planning skills to achieve results according to schedule.
- Worked flexible hours; night, weekend, and holiday shifts.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

2014-03 - 2015-02

Customer Service Agent

Etihad Airways, Baghdad, Iraq

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Applied strong communication and negotiation skills regarding refunds and merchandise exchanges.
- Demonstrated high attention to detail, organization and management of multiple tasks and projects simultaneously.

2013-03 - 2013-09

Data Entry

Zain Telecom, Baghdad, Iraq

- Managed large data projects, including workflow scheduling, data entry and accuracy verification.
- Located and corrected data entry errors and reported to management.
- Scanned documents and saved in database to keep records of essential organizational information.
- Maintained ongoing communication with relevant departments to confirm accurate data delivery.

2012-03 - 2013-01

- Maintained databases, mailing lists, telephone networks, and other information to facilitate functioning of health education programs.

Accountant

Tawasul International Company, Baghdad, Iraq

- Gathered financial information, prepared documents, and closed books.
- Brought errors to near-zero in reporting, payroll administration and general bookkeeping.
- Prepared documents, reports and presentations for executives and board members using advanced software proficiencies.
- Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating and cash and banking reconciliations.

2010-08 - 2012-02

Cash Handler

Silk Road Trading Company, Baghdad, Iraq

- Keeping stock records Entering stock receipts data
- Issuing stock cards
- Preparing stock reconciliations
- Assisting in stock physical count
- Cash receipt and expense
- Maintaining cash reconciliation
- Preparing cash expense summaries
- Vender & customer report
- Maintained clean, safe work area in accordance with regulatory and organizational guidelines.

2009-06 - 2010-09



Education

Bachelor of Engineering: Mechanical Engineering Technology

Dijllah University Collage - Iraq



Languages

- Arabic
- English