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## Social networks

in @m0hkar  
f @mkaream  
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## Languages

Arabic

Native

Russian

C1-C2

English

B1-B2

## Skills

Computer Software and Application Knowledge

Proficiency in Microsoft Office

Time management

Attention to Detail

Analytical

Typing Skills

Communication

Responsibility

Collaboration

Creativity

Critical Thinking

Multitasking

Problem Solving

Foreign Languages

Mathematics

## Mohammed Abdulkareem Hasan

I'm a recent graduate in Aeronautical Management Technology. Eager to apply my knowledge and passion for aviation management in a professional setting. With a strong educational foundation, I'm excited to contribute to success and continue learning in the field.

Thank you for considering my application. I'm looking forward to the opportunity to discuss how I can be a valuable asset to your team.

## Education and Courses

### Russian language

From September 2016 to July 2017 **voronezh state university** Voronezh, Russian Federation

- one-year course for international students (880 academic hours)

### Bachelor of Aeronautical Management Technology

From September 2017 to August 2021 **Samara State Aerospace University** Samara , Russian Federation

During four years, I studied about aviation business, aviation technology, and air transportation laws and regulations. As an air transportation major, I took classes in aviation history and policy, airport planning and management, and aviation safety and regulations.

In which students are prepared to assume leadership positions in the field of aviation, including management of air transport companies or airports, airport planning, general aviation operations, or government positions in the Ministry of Transportation or the Civil Aviation Authority,

### Organization and maintenance of air transportation

From February 2019 to April 2019 **Stepik** Online Course [stepik.org/cert/170423](https://stepik.org/cert/170423)

In this course, I was introduced to the basics of organizing air transport and his services, to see the complex mechanism of the airport from the inside, the activities of airlines and much more.

### Airport operation

From February 2021 to June 2021 **National Open Education** Online Course <https://openedu.ru/course/ssau/AIRPORT>

The aim of the course is to create a holistic view of the complex interactions taking place at airports. On the example of the largest airports in Russia and the world, i got acquainted with the system of operation of airports and learn about the features of technological processes for servicing air transportation and technical complexes of the airport. Particular attention is paid to the issues of flight safety, as well as transport and aviation security at airports.

### Fundamentals of digital marketing

From November 2021 to December 2021 **Google** Online Course

the basics of digital marketing with free Interactive Advertising Bureau-accredited course. There are 26 modules to explore, all created by Google trainers, packed full of practical exercises and real-world examples to help turn knowledge into action.

## Work experience

### A representative for travel and tourism companies, student and medical services

From January 2018 to August 2021 **Moscow Eyes - عين موسكو** Russian Federation

Throughout my stay in Russia, I was working as a personal translator and representative for extracting university admissions and study invitations for the purpose of obtaining a visa and receiving and registering students in universities. I worked with several different companies at the same time and was also freelance

## Computer Skills

### Spreadsheets

- Knowledge of spreadsheets
- Microsoft Excel
- Google Sheets

### Word Processing and Desktop Publishing Tools

- Microsoft Office
- Microsoft PowerPoint
- Microsoft Outlook
- Google Docs
- Experience using desktop publishing tools

### Communication tools

- Google Hangouts
- Skype
- Zoom
- Microsoft Teams
- Google Meet

## Interests

### Astronomy

### Aviation

### Airplanes

### Reading

### Traditions and cultures

### Travel and explore the world

### Personal development

### Marketing

### Programming languages

## Work experience

### Customer Care Agent

From June 2022 to January 2023 **BALY** Iraq , Baghdad

- Manage large amounts of inbound and outbound calls in a timely manner;
- Follow communication “scripts” when handling different topics;
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives;
- Familiarity with CRM systems and practices;
- Build sustainable relationships and engage customers by taking the extra mile;
- Keep records of all conversations in our call center database in a comprehensible way;
- Meet personal/team qualitative and quantitative targets;
- Adaptability to different personality types;
- Strong phone and verbal communication skills along with active listening;
- Solving Customer Issues, complaints, and inquiries;
- Keeping customer satisfaction at the core of every decision and behavior.

### Operation Agent

Since January 2023 **BALY** Iraq , Baghdad

#### 1. Supervision and Team Leadership:

- Supervise and lead a team of customer service representatives.
- Provide guidance, coaching, and mentoring to team members.
- Monitor employee performance, attendance, and adherence to guidelines.

#### 2. Quality Assurance and Improvement:

- Develop and implement quality assurance processes for customer interactions.
- Monitor calls, emails, and chats to assess service quality and adherence to scripts.
- Provide constructive feedback to staff to enhance customer interaction skills.
- Identify trends in customer inquiries and recommend process improvements.

#### 3. Training and Development:

- Plan and execute training programs to onboard new customer service representatives.
- Conduct ongoing training sessions to enhance product knowledge and communication skills.
- Foster a culture of continuous learning and improvement within the team.

#### 4. Performance Evaluation and Reporting:

- Establish key performance indicators (KPIs) for the customer service team.
- Regularly evaluate team performance against KPIs and provide performance reports.
- Collaborate with management to set performance improvement targets.

#### 5. Script Writing:

- Develop and write ready-to-use scripts for customer service employees to communicate with customers.
- Ensure that the scripts include accurate information and appropriate responses to a variety of inquiries.
- Design effective scripts to enhance the customer experience and provide quick and accurate solutions.

#### 6. Data Extraction and Analysis:

- Proficiency in using SQL queries to extract data related to daily award-winning captains.
- Sorting and organizing the extracted data using Python.
- Compiling the sorted information into a ready-to-use Excel file that contains all the reward-related details.

#### 7. Tickets Review and Compensation Management:

- Proficient in reviewing support tickets submitted by customer service employees regarding issues with captains or customers.
- Ability to assess the situation and determine if compensation is warranted.
- Skilled in recompensing captains or customers, if necessary, based on established guidelines.

#### 8. Collaboration and Communication:

- Collaborate with other departments to address customer concerns and feedback.
- Maintain open lines of communication with the team, sharing updates and goals.
- Liaise with senior management to provide insights on customer satisfaction and challenges.