

PERSONAL INFORMATION

Last and first name: Sura Emad

Address: Baghdad/Hay Al-Jihad/Al Mukhabarat

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Email: emad.sura@yahoo.com

Birthday and place: 23/08/1994 Baghdad

Civil status: Married



EDUCATION

[B.Sc.] English language/Al Mamoon university collage/Baghdad/ [Sep/2012 – Jul/2016]

LANGUAGE SKILLS

Arabic understanding very good speaking very good writing very good

English understanding very good speaking good writing very good

PROFESSIONAL EXPERIENCE

[IRQNB Senior project Coordinator] [Earthlink telecommunication]

[Aug/2022-Until now]

- Assist Manager/Director in successful handing-over of projects on-time and within budget, all in-line with

company's strategies, goals, and target.

- Complete tasks within SLAs.

- Prepare Works PRs according to Project budget in coordination with Planning Engineer and Supply Chain

Dep.

- Assign roles and tasks to dedicated team members, based on individual strengths and abilities.

- Coordinate internal and external resources, ensuring projects remain within scope, schedule, and defined

budgets.

- Handle delays and coordinate with relative stakeholders to smoothen workflow and to tackle obstacles.

- Prepare Contractor's interim payments, change orders, final payments according to Contract.

- Order Project materials from Warehouse, prepare PRs for required material when needed, material leftover and reconciliation, all in coordination with Supply Chain Department.
- Track Works progress according to the Plan.
- Prepare QC IRs.
- Help Project Manager/Program Director in Resources Management.
- Prepare periodic progress, QC and findings reports.
- Analyze Project data and help in Risk Mitigation strategies.

[PMO | Project management officer] [ALITKAN company for commercial agency| Siemens partner]
[Aug/2019-Aug/2022]

- Monitoring project progress and creating reports for project managers and stakeholders.
- Assisting with resource scheduling so the team members have the resources they need to complete their tasks.
- Scheduling stakeholder meetings and facilitating communication between the project manager and stakeholders throughout the project life cycle.
- Managing projects such as the project drawings, budget, and schedule as directed by the project manager.
- Support team members when implementing risk management strategies
- Scheduling, Organizing, Record-keeping, monitoring progress, tracking paperwork, updating team members, managing information flow, minutes of meetings, kick-off meetings, and others related to projects.
- Monthly running project report
- Photo report presentation.
- project documentation.
- project planning.
- Responsible for the arrangement of team members' local and abroad training.
- Follow up on the progress with management, customer, and field team.
- Follow- up on the Timetable MS project and consider the deadlines.

[Technical coordinator][ALITKAN company for commercial agency Siemens partner] [Jul/2018-Jul/2019]

- Handling customer service issues by answering questions about products and services via phone, email, or chat.
- provide administrative work and light technical support services to assist with the operation of a department.
- handle routine paperwork, data entry, preparing and processing of documents, and responding to general requests for information.
- Update our internal databases with technical information issues.
- report product malfunctions (medical equipment defect).
- Monitor customer complaints and provide assistance thought out the technical team.
- Weekly report Follow up on the customer's calls to ensure their technical issues are resolved.
- Monthly report (chart)to monitor the technical team tasks and follow-up.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.
- follow up on the payment procedure for the contract.
- Coordinating with other departments such as logistics, and seals to ensure that contract meets their deadlines and budgets.

[Offering Coordinator] | [KAMPAS group for oil and gas services] [Jul/2016 – Jul/2018]

- Working on the tender documents and arranging technical and commercial offers with procurement dep.
- submit a highly technical document and an excellent presentation such as (an index).
- Support teams with various administrative works.
- Maintain files and records with effective filing systems.
- Follow office workflow procedures to ensure maximum efficiency.

SPECIALIST SKILLS

- Good communication and interpersonal skills and capability of maintaining strong relationship
- Strong organizational and multi-tasking skills
- Excellent analytical and problem-solving abilities
- Team management and leadership skills •Documentation management and ability to use project management tools

- Working knowledge of project management as a focal point in the project.
- Proficiency with Microsoft Office (word, excel, PowerPoint, MS Project, Xmind, outlook).
- Innovation and creativity to improve the internal system of work.
- Agility and adaptability as I work with more projects and different customers.
- Relationship building as I work with many sides.
- Excellent communication skills.
- Excellent interpersonal skills.
- Self-study and research.
- Conflict management.
- Attention to detail.
- Employee motivation.
- Time management.
- Critical Thinking.
- Fast typing words.
- Documentation.
- Teamwork.
- Decision-making.
- Negotiation

