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Name: Mamdooh M. Ahmed.

Nationality: Iraqi.

Date of Birth: 1980

Marital Status: Married.

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Educational Status:

- Bachelor of English Literature / College of Languages – Baghdad University (2003-2004).
- High Diploma / Instant Translation (SRU), College of Languages – Baghdad University (2002) "A" Level.

Other Certificates:

- Graduation & Appreciation Certificate from (**Iraq Rehabilitation Organization "IRO" / Trade Managements**) – Baghdad (Intensive Course) for (30) days (2003).
- **BROCKINGS** Institute for International Inversion - Commercial Relationships (Intensive Course), (2) Months (2004).

Previous workplaces:

- (Jan-2023 till present), (**AI. MURBAT SCIENTIFIC BURUEA**), working as Project Admin & Branch Manager.

My duties as "Project Manager" include:

- Schedule regular meetings and record decisions.
- Break projects into doable tasks and set timeframes and goals.
- Create and update workflows.
- Conduct risk analyses.
- Prepare and provide documentation to internal teams and key stakeholders.
- Order resources, like equipment and software.
- Retrieve necessary information such as user/client requirements and relevant case studies.

My duties as "Branch Manager" include:

- Direct all operational aspects including distribution operations, customer service, human resources, administration, and sales.
 - Assess local market conditions and identify current and prospective sales opportunities.
 - Develop forecasts, financial objectives, and business plans.
 - Meet goals and metrics.
 - Manage budget and allocate funds appropriately.
 - Bring out the best of branch's personnel by providing training, coaching, development, and motivation.
 - Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
 - Share knowledge with headquarters on effective practices, competitive intelligence, business opportunities and needs.
- (Sep-2022 till present), (**LIBANO SUISSE/DAR AL. AMAN INSURANCE COMPANY**), working as a FREELANCER Operation Manager & Insurance Consultant.

My duties as "Operation Manager" include:

- Ensure all operations are carried out in an appropriate, cost-effective way.
- Improve operational management systems, processes, and best practices.
- Help the organization's processes remain legally compliant.
- Formulate strategic and operational objectives.
- Examine financial data and use it to improve profitability.
- Manage budgets and forecasts.
- Perform quality controls and monitor production KPIs.
- Recruit, train and supervise staff.
- Find ways to increase the quality of customer service.

My duties as "Insurance Consultant" include:

- Memorizing current insurance packages.
- Reviewing clients' needs to identify suitable insurance packages.

- Gauging prominent risks to ascertain appropriate payment amounts.
- Issuing non-binding insurance quotations.
- Processing clients' valid insurance claims.
- Fielding our clients' queries and recommendations.
- Supporting newly appointed Insurance Consultants by issuing sound advice.
- Partaking in scheduled and impromptu company events.

- (Dec-2019/Oct-2022), (**TAJDID IRAQ FOUNDATION for ECONOMY DEVELOPMENT**), working as PR & OUTREACH OFFICER.

My duties include:

- Maintain a close working relationship with representatives of the community organizations, government agencies.
 - Oversee an effective outreach effort, with an emphasis on reaching out to local underserved populations.
 - Prepare periodic reports regarding progress toward and barriers to the achievement of such policies and plans.
 - Listen and communicate effectively in welcoming a diversity of opinions, needs, and cultures.
 - Work with program coordinator to constantly improve and enhance the services offered.
- (Sep-2018/Nov-2019) (**US AND INTERNATIONAL ALLIANCE MISSION IN IRAQ FOR TRAINING IRAQI SPECIAL FORCES, USIAM**), worked as Media coordinator & EOD-Mines Instructor.

My duties as "Media coordinator" include:

- Identify press opportunities through evolving issues.
- Develop content for broadcast, print and online distribution channels.
- Negotiate with media channels to close competitive deals.
- Ensure that key messages align with vital business strategies.
- Serve media liaison and semi-formal spokesperson.
- Facilitate press conferences and briefings.
- Scan media marketplace to keep up to date on the latest media trends.
- Monitor all campaigns, and report on results.
- Create and manage the social media profile and presence.
- Promote additional projects to support new product launches.
- Build long-term relationships with media houses.
- Appropriately manage the media budget.

My duties as "EOD Instructor" include:

- Plan, organize, manage, and conduct effective classroom, laboratory, and range instruction of military, contract, and civilian personnel in all aspects of explosive ordnance disposal (EOD).
- Monitor a dynamic schedule, high student throughput and turnover, and adapt to equipment problems, malfunctions, and resource shortfalls.
- Adjust presentation or other instructional methods to foster comprehension and skills/physical progression and resolve/preempts common problems, including problems with student motivation and communication.
- Assign tests to trainees and instructors, administer tests, counsel's students for substandard academic performance, and assign and conduct preventative and required remedial instruction.
- Perform all operations dealing with explosives and energetic tools with the most stringent regard for safety and avoids situations or actions that increase the risk to self, fellow instructors and/or students.
- Manage the daily schedule for students and instructors, to include monitoring student enrollment, disenrollment, and class turnover.

- (July-2017/July-2018) (**TAJDID IRAQ FOUNDATION for ECONOMY DEVELOPMENT**), worked as Head of Reporters & Project Assistant.

My duties as "Reporter & Project Assistant" include:

- Reviewing financing agreements, and determining the reports to be sent to funders, including their dates and content.
- Ensuring that the reports required by the funders matched with grant agreements with beneficiaries.
- Preparing a sending reports schedule for all financing agreements within the scope of work.
- Preparing periodic reports related to program grants, according to the requirements of the donor, including success stories, certificates from the field, film links, and performance indicators.
- Develop reporting forms with funders according to the requirements of each financier and approve them internally from the relevant authorities.
- Contribute to preparing work progress reports related to resource development.

- Contributing to determining the needs of community groups and permanently reviewing the statistics and needs related to beneficiaries.
- Contributing to writing the project proposals for the programs in Arabic and English.
- Contribute to the preparation of financing agreements, contracts and understanding memoranda with funders (as needed).
- Contribute to collecting the databases for financiers, individuals, and institutions, in coordination with the finance managers within the department, and updating them on the automated system.
- Archiving and documenting projects proposals and submitted reports.
- Enter the data that are related to donations to the automated system.

- (Sep/Nov-2016) (**OPTIMA GROUP, IEDD EXPLOSIVE DISPOSAL & SECURITY SOLUTIONS CORP**), worked as EDO Instructor & Interpreter.

My duties as "EOD Instructor" include:

- *Same as above mentioned "EOD Instructor" Duties.*

My duties as "Interpreter" include:

- Translate EOD and other documents from English to Arabic and vice versa.
 - Verbally interpret between TFM and local personnel from English to Arabic and vice versa.
 - Accompany TFM during activities.
 - Familiarize the trainees with EOD terms.
 - Report all security issues and IED methods to TL and/or TFM.
- (May/Nov-2016) **IRAQ MARKETING RESEARCH INITIATIVE 'IMRI'**, dealing with the WORLD BANK, worked as Operation Manager, conducting surveys and reporting investment conclusion to the INT. BANK, Amman Branch.

My duties as "Operation Manager" include:

- Involved in a World Bank sponsored project response.
 - Promoting foreign and local investments in the city of Basra.
 - Involved conducting In-depth interviews with foreign and local investors and firms in Baghdad and Basra.
 - Study the business environment in Iraq, as well as analyzing overall commercial data.
 - Writing reports about the main findings and market conclusions.
 - Establish good relationships with the stakeholders.
- (Aug-2014/Apr-2016) (**Na'el & Bin Harmal HydroExport**), an Emirates joined ventured company with the Iraqi Government, conducting several projects in various fields all over Iraq, worked as Baghdad Branch Officer & Iraq Area Procurement Manager.

My duties as "Branch Manager" include:

- Perspective Liaison Officer between the company and the government.
- Direct all operational aspects including distribution operations, human resources, administration, and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives, and business plans.
- Meet goals and metrics.
- Manage budget and allocate funds appropriately.
- Bring out the best of branch's personnel by providing training, coaching, development, and motivation.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Address customer and employee satisfaction issues promptly.
- Adhere to high ethical standards and comply with all regulations/applicable laws network to improve the presence and reputation of the branch and company.
- Stay abreast of competing markets and provide reports on market movement and penetration.

My duties as "Procurement Manager" include:

- Discover profitable suppliers and initiate business and organization partnerships.
- Negotiate with external vendors to secure advantageous terms.
- Approve the ordering of necessary goods and services.
- Finalize purchase details of orders and deliveries.
- Examine and test existing contracts.
- Track and report key functional metrics to reduce expenses and improve effectiveness.
- Collaborate with key people to ensure clarity of the specifications and expectations of the company.

- Foresee alterations in the comparative negotiating ability of suppliers and clients.
- (Feb-2013/June-2014) (**QASWA'A AL. BARARRY / PERKINS ENGINES**), worked as Commercial Manager / Contracts Supervisor.

My duties as "Commercial Manager" include:

- Provide excellent tenant service. Respond to tenant requests/problems in a timely and courteous manner.
- Generate work orders directed to vendors or maintenance staff.
- Follow-up with the tenant to ensure satisfactory resolution of the issue. Ensure that there is always 24-hour emergency coverage for the property.
- Conduct periodic inspections of the property and tenant spaces to ensure compliance with leases and the proper upkeep of the property.
- Ensure that property and lease files are properly maintained and kept up to date in accordance with company policy.
- Prepare and maintain appropriate tenant lease files, records, correspondence, and file notes.
- Assist with administering tenant occupancy including providing the new tenant with an introduction letter regarding emergency contacts, insurance requirements, rent collection procedures, and maintenance request procedures.
- Become proficient with the Building Engines property management software.
- Coordinate entry of all property information into the software program and establish reporting protocols for maintenance requests, preventative maintenance, vendor and tenant Certificates of Insurance and key lease date tracking.
- Monitor all key dates and reporting within the Building Engines system.
- Assist the Property Manager with establishment of the Property Management Plan, Preventative Maintenance Policies and Procedures and Property Operations Manual.

My duties as "Contract supervisor" include:

- Writing, evaluating, negotiating, and executing various contracts covering a range of transactions.
- Creating and maintaining relationships with suppliers and customers.
- Maintaining correspondence and documentation related to contracts.
- Communicating and presenting information to stakeholders regarding contracts.
- Monitoring contracts and moving forward with close-out, extension, or renewal of contracts.
- Problem-solving contract-related issues.

- (Dec-2011/Feb-2013) (**LINGUAPHONE / British Institute of Languages**), worked as English Lecturer & Linguistic Instructor.

My duties as "English Lecturer" & "Linguist Instructor" include:

- Teach basic English skills including reading, writing, and speaking.
- Compose lesson plans to successfully incorporate the full duration of each lesson.
- Execute lessons efficiently using different styles of teaching depending on the content.
- Engage students to ensure a lively classroom atmosphere.
- Instruct students about the structure and content of the English language.
- Teach students the spelling of words, and their meanings.
- Emphasize the rules of composition, grammar, and sentence construction.
- Teach students the correct pronunciation of words.
- Teach students to think critically when studying literature and poetry.
- Teach students to analyze and question media reports, advertisements, and news reports.

- (Feb-2009/Sep-2011) (**UNHCR, SYRIA, DAMASCUS / Rehabilitation Center for Iraqi Refugees**) (Disabilities Program) – worked as Team Leader / Humanitarian Aid / Donations Dispatcher.

My duties as "Team Leader" include:

- Follow up the needs of disabled targeted beneficiaries.
- Create an inspiring team environment with an open communication culture.
- Set clear team goals.
- Delegate tasks and set deadlines.
- Oversee day-to-day operation.
- Monitor team performance and report on metrics.
- Motivate team members.
- Discover training needs and provide coaching.
- Listen to team members' feedback and resolve any issues or conflicts.
- Recognize high performance and reward accomplishments.

- Encourage creativity and risk-taking.
- Suggest and organize team-building activities.
- (July-2003/Dec-2004) **(HALLIBURTON) & (AI-THURAYA HOLDING GROUP)**, worked in accordance with **IRAQ REHABILITATION PROGRAMME "IRP"**, worked as Chief of Commercial Correspondences & Logistic Assistant / Field Project Supervisor.

My duties as "Chief of Commercial Correspondence" include:

- Manage company correspondence with foreign business partners.
- Perform translation tasks.
- Use search engines to look for new products, companies, etc...
- Provide regular reports on communication status.

My duties as "Logistic Assistant" & "Field Supervisor" include:

- Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship, deliver).
- Receive and process warehouse stock products (pick, unload, label, store).
- Perform inventory controls and keep quality standards high for audits.
- Collect and send invoices to appropriate departments.
- Keep a clean and safe working environment and optimize space utilization.
- Assist peers as required (coordinate meetings, training, etc.).
- Communicate and cooperate with supervisors and coworkers.
- Follow quality service standards and comply with procedures, rules, and regulations.
- Prepare and submit contractor timesheets.
- Coordinating the travel of company personnel; booking flights, hotels, etc. – when required.
- Entering the daily data from drillers timesheets into computer system.
- Prepare monthly drilling expenditures and check the drillers invoices.
- Track and organize visitors/contractors (let them know the pre-requisite before coming to site)
- keep track of the needed equipment when requested in the field.
- Run errands in town (postal services, pick up supplies).
- Obtain RFQ's and submit to proper department.
- (Feb/May-2003) **CNN NEWS NETWORK**, worked as Local Guidance & Interpreter. For (90) days.
- (Feb-2002/Feb-2003) **DRESSER RUSSIAN OIL INVESTMENT COMPANY**, worked as Data Entry.

Qualifications

- Fluent in English (Written, Conversation).
- Experience in Commercial Correspondences & Related Fields.
- Computer Skills (MS Office – Word, Excel -, Internet & E-mailing).

Personal skills:

- Dependability.
- Adaptability.
- Motivation * Teamwork spirit.
- Problem-solving, and analytical skills.
- Work under pressure.
- Willing to learn.
- High work ethics.
- Leadership.