**Hezhan Idrees Yahya**

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**SUMMARY**

A motivated, adaptable, and responsible contract employee in duhok public municipalities with 9 years of experience as a computer employee. I used to manage priorities, assignments, strong problem solving, and coursework for better achievements and performance. My strong communication skills enable me to effectively communicate with a range of people.

**EDUCATION**

**UNIVERSITY of Duhok**

**Graduate student**  Nov/2019 –May/ 2023

* B.Sc. in Basic Education, English Language Department Duhok

**Duhok technical institute**

**Graduated**

* diploma in computer system department Sep/ 2011 – Jul/ 2013

 Duhok, Kurdistan

**EXPERIENCE**

**Duhok Public municipalities Oct/2014 – Till Now**

**A contract employee**

* maintained and organized numerous files
* Researched through collecting, analyzing, and interpreting data.
* Carried out a particular research agenda.

As a result, improved my research skills, expanded my knowledge, and made valuable connections

**Kurdistan middle school Feb/2023-April/2023**

**Trainer**

* Improved class grades from an average of 70% to 85%
* Planned and executed extracurricular activities for students
* Used effective methods of teaching while focusing on individual needs of each student

**Duhok Directorate of Education July/2013 -Sep/2013**

**Assistant trainer**

* Worked on the development of new software programs and applications
* Executed multiple software testing tasks and worked on the improvement of network security.
* Experienced in local trust accounting practices and software in vacation rental property management.

**SKILLS & ACTIVITIES**

* Knowledge of IT service management capabilities and best practices
* Good communication, and conceptual skills
* Ability to report and manage tasks
* Strong presenting and researching skills
* Troubleshooting
* Active in learning
* Knowledgeable about statistics, operation research, and accounting for business.
* Hardworking
* Software installation

**IT / MICROSOFT SKILLS**

* Microsoft windows (very good)
* Microsoft office (good)
* Microsoft word (very good)
* Microsoft PowerPoint (good)
* Microsoft Excel (good)
* Computer Maintenance
* Networking

**EXTRA INFORMATION**

* Hobbies and interests (e.g., volunteering, creative, community-oriented, writing, and socializing).