

Ala Akram

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Professional summary

- About 6 years of sales, Marketing & Logistics experience
- Excellent linguistic skills (English, Arabic, Turkish and Kurdish)
- Strong analytical and problem-solving skills
- Advanced skills in MS Excel and other MS Office tools
- Project managements
- Collaboration and team-work
- Work efficiency improvement

Work experience

Mar 2019/Present – Starlight Company for Logistics and forwarding Services.

Logistics & Operation Specialists

- Contributing to the development of Logistics strategies -Working with the sales team to develop targeted sales strategies- Answering client queries about product specifications and uses - Maintaining client relations -Tracking sales data to ensure the company meets sales quotes, Pricing, negotiating and coordinating with airlines, shipping lines and trucking companies, following up on operation stage after confirming orders, training new hired employees till over control the work, following up on accountancy job such as: payment transfer request and it's settlement, invoicing, clients payment, agents monthly statement of account. In case of any trouble, any claim consulting higher management to seek for a solution.

Feb 2016/ Mar 2017– Petro gates Logistics for shipping & Forwarding Company (PGL)

Operation coordinator & Customer Service.

Coordinating & working on clients inquires, checking on costs with agents & airlines, pricing clients, checking for their feedback on given rates and stay updated with market rates, updating shipments status on daily status.

May 2017/ Oct 2018 – Dler Lawyer Company (DLO)

Following up on Manager instructions related to courts status & Cases he was having. Emailing clients and reporting Management with any client claims and issues.

Personal information

Name	Ala Nazar Akram
Birthdate	June 26, 1994
Address	Iraq – Erbil, Murtka / old Kirkuk road near to Qushtapa.
Marital status	Maried
Nationality	Iraqi

Education

2012 / 2016 – Salahaddin University, College of Engineering

Bachelor of Engineering– Mechanic

**Professional trainings, Certified courses on soft skills,
Below are the trainings:**

- M-Select Customer service

Community Activities

- Worked as volunteer at Rwanga Foundation.
- Volunteer at NYN (Nishtiman Youth Network)

Internships

- The internship program at Swedish Academy (Scania) **for one month.**
- The internship at Schlumberger (slb) oilfield company. **For one month**

Language skills

Kurdish	–	Native
Arabic	–	Fluent in understanding and good in speaking.
English	–	Fluent
Turkish	–	Fluent

Computer skills

AutoCAD	–	Advanced
MS Excel	–	Advanced
MS PowerPoint	–	Advanced
MS Word	–	Advanced
MS Outlook	–	Advanced
MS Word	–	Advanced

Other information

Driving license: not yet available.

References

Upon request.