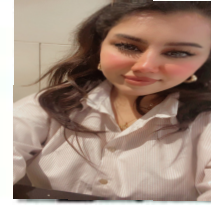


# AYA NASER SAADOON

## Personal details

Email address	Ayo.naser96@gmail.com
Phone number	07838896681
Address	Baghdad - Iraq
Date of birth	August 12, 1996
Nationality	Iraqi



## Professional Summary

Motivated professional with a background in computer engineering and diverse work experience in operations management, coordination, customer service, and data entry. Committed to achieving personal and organizational goals, with a focus on leadership, communication, and technical excellence.

## Education

2014 - 2018	<b>Bachelor of Computer Engineering</b> Iraqia University College of Engineering Baghdad
	<b>Distinguished High School (2008-2014)</b>

## Work Experience

### Operation Manager

Oval International Academy (1/2022 - 12/2024)

- Oversaw daily operations and ensured seamless administrative functions.
- Directed team activities, fostering efficiency and productivity.

### Coordinator

Baghdad International School, Turkey (10/2020 - 11/2021)

- Facilitated smooth communication and coordination among staff, students, and parents.
- Managed event logistics and supported curriculum delivery.

### Data Entry

Sandoog (2/2019 - 9/2019)

- Accurately processed and managed organizational data.
- Maintained database integrity and ensured timely report generation.

### Customer Service

Zain Iraq (8/2018 - 12/2018)

- Delivered excellent customer service by addressing inquiries and resolving

issues.

- Improved customer satisfaction through effective communication and problem-solving.

## Skills

Database Management	Excellent
Programming & Mobile App Development	Excellent
Microsoft Office Suite	Excellent
Leadership & Team Coordination	Excellent
Communication & Problem-Solving	Excellent

## Work Experience

### Operation Manager

Oval International Academy (1/2022 - 12/2024)

- Oversaw daily operations and ensured seamless administrative functions.
- Directed team activities, fostering efficiency and productivity.

### Coordinator

Baghdad International School, Turkey (10/2020 - 11/2021)

- Facilitated smooth communication and coordination among staff, students, and parents.
- Managed event logistics and supported curriculum delivery.

### Data Entry

Sandoog (2/2019 - 9/2019)

- Accurately processed and managed organizational data.
- Maintained database integrity and ensured timely report generation.

### Customer Service

Zain Iraq (8/2018 - 12/2018)

- Delivered excellent customer service by addressing inquiries and resolving

issues.

- Improved customer satisfaction through effective communication and problem-solving.

## Skills

Database Management	Excellent
Programming & Mobile App Development	Excellent
Microsoft Office Suite	Excellent
Leadership & Team Coordination	Excellent
Communication & Problem-Solving	Excellent

## Languages

English	Fluent
Arabic - Native Language	Fluent
French	Good

## Certifications

- • Microsoft Office – Zain Iraq
- • Leadership Training (Elits) – World Food Programme (WFP) •
- • Database, Programming, and Mobile Application Development – WFP
- • Oracle Database & Leadership Development – IEEE
- • Communication Skills – University of IUBH/SRH University
- • English Course Certificate – LSC Malta

## Volunteer Work

IT Live Volunteer/Team Leader - 3 years

Active participant in Code for Iraq, focusing on programming and community support.