

Gulan Affan Othman

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Nationality: Jordanian

EDUCATION

University of Kurdistan Hawler (UKH)
Kurdistan Business School
Master of Art (MA), Business Management

Oct 2016 – Oct 2018

- **MA Dissertation:** “Impact of Psychological Empowerment on Employees Engagement, A comparative study between nurses in Public and Private Hospitals in Erbil”
- **Academic Excellence Award of First Rank Student**

SABIS University (International Erbil University)
College of Business, Department of General Management

Sep 2012 - Feb 2016

- **BA research project:** “A feasibility study for setting up a public transportation system in Erbil”
- **Top Student Award on the level of University, GPA 3.8**

PROFESSIONAL EXPERIENCE

Strategic Initiative Capital Partners LLC – Erbil, Kurdistan, Iraq
Human Resource Department
Human Resource Associate

Jun 2013 – Apr 2014

- Organizing personal files and papers.
- Providing payroll information by collecting time and attendance records.
- Providing secretarial support by entering, formatting and printing information, organizing work, maintaining equipment and supplies
- Welcoming new employees to the organization by conducting orientation.
- Contributing to team effort by accomplishing related results as needed

Integrated Business LLC – Erbil, Kurdistan, Iraq
Human Resources Department
Human Resource Officer

May 2014 – Nov 2016

- Ensuring Monitoring and appraisal of employees (five international retail brands).
- Maintained management guidelines by preparing, updating and recommending human resources policies and procedure.
- Suggested and developed new HR systems for all retail points of the five International brands.
- Managed the full-cycle recruitment process, from job posting and candidate sourcing to interviewing and onboarding.
- Conducted employee training and development programs.
- Resolved employee conflicts and grievances through mediation and effective communication

Medya Diagnostic Center – Erbil, Kurdistan, Iraq
Human Resources Department
Senior Human Resource Coordinator

Dec 2018 – Jan 2020

- Advertise for vacancies, gather and review CVs, perform initial pre-interview assessment.
- Assist in payroll processing, calculation of monthly incentives, personnel administration, personnel induction and record keeping.
- Track and manage attendance records, overtime sheets, leave records, permits, contract expires.
- Assist in implementation of employee survey, appraisals and exit interviews.
- Review and optimize HR templates.
- Manage archiving and recording system for incoming/outgoing memos, letters, and other forms of correspondence.
- Prepare and distribute letters and documents as required by management.

Grand Gate Company – Erbil, Kurdistan, Iraq
Human Resources Department
Human Resource Manager

Feb 2020 – May 2021

- Recruitment & Selection
- Administration of processes and practices which help to develop a high performance and innovative workforce
- Performance Management
- Learning & Development
- Compensation & Benefit
- Assist employees and managers with time attendance and ensure timely approvals by managers
- Work with managers to establish and maintain a positive work environment and engaged employees
- Managing the employees of All the Branches of “Burger King”/Iraq
- Managing the employees of BIG CHEFS
- Managing the employees of DG

Lalav Group – Erbil, Kurdistan, Iraq
Human Resources Department
Human Resource Manager

June 2021– June 2022

- Recruitment & Selection
- Administration of processes and practices which help to develop a high performance and innovative workforce
- Assist employees and managers with time attendance and ensure timely approvals by managers
- Work with managers to establish and maintain a positive work environment and engaged employees
- Managing the employees of All the projects
- Managing the employees of Lalav City and ensuring the accuracy of all forms and paper work
- Managing Wavy Avenue Project

Pavilion Erbil – Erbil, Kurdistan, Iraq
Sales Department
Sales Manager

July 2022– NOVEMBER 2023

- Led a high-performing sales team that were consisted of nine sales consultants.
- Developed and implemented comprehensive sales strategies that resulted in an increase in revenue.
- Conducted a market research for the niche market of the project.
- Oversaw the onboarding and training of the new sales team member and increased their productivity by the first month.
- Implemented CRM system to streamline customer management, resulting in an increase in customer retention and attracting new customers.
- Training and mentoring the new junior sales representative.

ADDITIONAL INFORMATION

Languages:

Kurdish (professional native)

English (Fluent)

Turkish (Very Good)

Arabic (Good)

Trainings:

- Training course in Speed Reading, February 2013.
- Certificate in Personal Strategic Planning, September 2012.
- Certificate of CCNA Exploration: Routing Protocols and Concepts, July 2012.
- Certificate of CCNA Exploration: Network fundamentals, May 2012.
- Silver Medal Award in the 4th INPO, February 2009
- Diploma in Neuro-Linguistic Programming, July 2008.

Social skills

Good ability to establish and maintain good working relations with people of different national and cultural backgrounds, Responsibility, Self-respect and self-reliance, experienced in communicating with clients, employees and partners, hardworking, organized person, logical thinker, self-motivated, punctual, sales tem leadership, strategic sales planning, sales forecasting and analysis, Customer Relationship Management, Revenue Growth, Market Research and Analysis.

Reference is available upon request