



Yasa Omer

Sales & Operations Administrator

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www.yasaomer.space

Erbil, Iraq

SUMMARY

Results-driven, adaptable professional with experience in sales, operations, IT support, training, and logistics. Proven ability to manage responsibilities across roles, support business operations, and work effectively in fast-paced environments. Strong communication, problem-solving, and organizational skills focused on delivering reliable results and continuous improvement.

EXPERIENCE

06/2024 – 01/2025

Census Field & IT Operations (Progressive Roles)

Iraq Census 2024 – Qaladiza, Kurdistan Region

- Trained teams on digital systems and data entry tools.
- Supported technical operations and resolved field issues.
- Supervised assigned areas ensuring accurate data collection.

09/2024 – 03/2025

English Language Teacher

Kwestan Preparatory School – Qaladiza

- Delivered lessons for 10th – 11th grade students.
- Improved student engagement and academic performance.

02/2025 – 03/2026

Founder & Logistics Coordinator

Y Sourcing, Kurdistan Region

- Managed product sourcing and supplier communication (China Imports).
- Coordinated shipping, pricing, and delivery processes.
- Maintained client relationships and delivered cost-effective solutions.

Sales Administrator & Printing Operations Supervisor (Progressive Roles)

Ana Stationery – Ana Plus Stationery, Qaladiza

- Supervise daily operations, staff, and workflow to ensure efficiency.
- Managed customer interactions, improving satisfaction and retention.
- Coordinate product placement, marketing activities, and bulk orders.
- Built strong relationships with businesses, schools, and institutions.

EDUCATION

11/2020 – 06/2024

English Department

University of Raparin

B.A. in English

CERTIFICATES

2022 – 2023

Educational Development & Academic Excellence Program

Raparin University x American Council x American Corner

I was in the Top 10 Students and awarded a scholarship for study in the U.S.

Skills

Customer Service
Sales & Upselling

Team Supervision
Communication

Problem-Solving
Time Management

Microsoft Office
IT Troubleshooting

Languages

Kurdish (Native)

English (Fluent)

Arabic (Basic + Current Learning Language)