

# MONES AI-SALMAN

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## Executive Summary:

I am a mid-career management associate who worked on grants provided by United States Government and administered by United Nations in Iraq. I have also managed a customer service department for five years. Additionally, I am a certified translator worked with the US Embassy and couple of projects administered by USAID.

## EDUCATION:

**2001** Bachelor degree, Translation, College of Arts, University of Mosul, Iraq

## WORK HISTORY

### Leasing Agent,

Capital Investment Advisors, Virginia, USA

**4/2016 - Present**

- Present properties and provided amenities in a positive light to prospective tenants
- Act as a landlord for property owners and help them navigate the property market
- Advertise available properties using a variety of media and promoting materials
- Determine the needs, living standards and economic viability of prospect customers
- Confirm rental application data and personal references
- Stay knowledgeable of the property market status
- Negotiate leasing terms and conditions and close deals
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### Monitoring and Evaluation Specialist,

All Native, Inc., Baghdad, Iraq

**5/2014 – 11/2015**

- Collected and analyzed data by conducting frequent site visits and engaging in ongoing communication with the implementing partners.
- Monitored implementer's progress toward meeting established project goals, objectives, and outcomes.
- Provided technical field support to the M&E Lead and helped identify strengths and weaknesses in existing data collection and monitoring systems.
- Assessed site conditions and facilitated the collection of high quality data under the supervision of the M&E Lead.
- Worked with M&E Lead on developing M&E work plans and schedules for site visits during the pre-award, project implementation, close-out and sustainability assessment phases.

### Translator, Office of Language Services,

US Embassy, Baghdad, Iraq

**5/2012 – 5/2014**

- Developed high level translations for several departments and sections.
- Acted as deputy supervisor for the office of translation services.
- Scheduled deadlines for urgent documents and tag their priority accordingly.
- Coordinate with the Consular Section in events and celebrations held by the Embassy for senior government staff and Arab Embassies representatives
- Proofreading documents processed by fellow translators
- Read and test the final copies to be sent to relevant departments to check for typos

### Research Coordinator,

USAID-AECOM/Financial Development Program

**2/2012 – 5/2012**

- Assessed existing business and finance educational assets and upgrading existing finance and business programs along with introducing new ones.
- Conducted faculty training.

- Upgraded course materials.
- Introduced international standards for program administration and accreditation.
- Facilitated partnership with regional and US universities.

### **Translator/Interpreter**

USAID-AECOM, Legislative Strengthen Program, Iraq **11/2010 – 12/2011**

- Developed translated versions related to the topics on strengthening the legislative process in Iraq.
- Provided proofreading for translated documents.
- Assisted the training courses and sessions.

USAID-Tijara program, Louis Berger Group, Baghdad, Iraq **10/2009 – 11/2010**

- Produced Arabic version documents
- Joined meetings, seminars and conferences as Arabic language consecutive translator
- Proofreading documents processed by fellow translators
- Read and test the final copies to be sent to relevant departments to check for typos

PSYOPS, Oasis Radio Station (Al-Waha), Baghdad, Iraq **03/2009 – 10/2009**

- Drafted Arabic versions of economic, political and sport news summaries and casts.
- Processed messages that condemn acts of terrorism against Iraqis. Those messages were in audio and video formats and broadcasted daily on official media.

### **Customer Care Senior Supervisor**

Asia Cell Telecom. Baghdad, Iraq **03/2005 – 03/2009**

- Managed and supervised a staff of 150 personnel consisting of Monitoring and Evaluation Specialist, Quality Control team, 10 mid-level Team leaders, Training team and 100 entry and mid-level representatives in a contact center.
- Scheduled the daily and monthly activities of the team, including their working agendas, timetables, and duty stations.
- Delegated tasks and responsibilities to examine the abilities of the team leader level.
- Provided consultation for VIP subscribers through a dedicated hotline.
- Held daily, weekly and monthly meetings to discuss the expected and present KPI and methods to develop it

### **Customer Care Team Leader**

Asia Cell Telecom. Mosul, Iraq **01/2004 – 03/2005**

- Managed and supervised a team of 10 agents in a contact center.
- Developed daily, weekly and monthly report related to how the flow of work is going and the problems faced with solutions suggested.
- Test and measure the quality of calls received by customer care representatives
- Schedule training sessions according to Key Performance Indicators (KPI)

### **Translator/Interpreter**

Titan Corporation, Iraq **4/2003 – 12/2003**

- Actively escorted US troops on daily missions
- Managed the dialog between US officers and Iraqi officials
- Authenticated the Iraqi documents for the US to manage the aid missions provided for Iraqi people through the US side.
- Provided constant coordination and organization during the process of paying salaries for former Iraqi army officers and staff, and medical staff at hospitals
- Supported the process of replacing the former Iraqi currency

### **Skills and Training**

- Training Courses
  - Monitoring and Evaluation Workshops/Dept. of State
  - Developing High Performance Leadership
  - Introduction to Marketing Concepts
- Skills
  - High efficiency in handling MS Office applications
  - Member of Arab Professional Translators Society 2011 and Iraqi Translators Association, 2013
  - Possess excellent administration and customer service skills
  - Proficient in handling multiple tasks simultaneously and work under pressure