

# Mariam Milaad

Information technology graduate (Information System)



## Contact Information

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## Social Media Portfolio

 Instagram : [instagram.com/mariam\\_milaad](https://www.instagram.com/mariam_milaad)  
 LinkedIn : [linkedin.com/mariam-milaad](https://www.linkedin.com/mariam-milaad)  
 Tiktok : [tiktok.com/@mariam.milaad](https://www.tiktok.com/@mariam.milaad)

## Experience

Trainee

18 August 2013 –  
15 September 2013

### Civil Aviation affairs

I was part of HR department doing small tasks and attending meetings conducted in order to make managerial decisions and job interviews of candidates which gave me idea about how to behave in job interviews. Plus, I have learned how to keep record of employee performance and how to notify or warn the employees in professional manners and under work guidelines.

Volunteer in events  
2013-2015

### University of Bahrain

As a volunteer in University events (ICT, Kaspersky, etc.) helped me gain confidence and improve my communication skills beside the fact that I learned time management to maintain participate in the event and attend my classes too at the days of event and to know what working under pressure and with people of different way of working and adjusting with that.

Event organizer  
2015-2018

### For PICO Events, Alhan Events and Bahrain International Circuit

After doing the event organizer volunteer work, I have done the event organizing job in multiple companies while studying in University of Bahrain. Working and studying parallelly gave me the sense of responsibility towards my studies so I maintain my grades and towards my job, so I fulfil all the tasks assigned to me by my employer.

Senior Sales Executive  
15 March 2020 –  
15 March 2021

### Feehla Online marketplace W.L.L

As Senior sales executive I had the chance to use my communication skills in order to bring vendors to sell their products on feehla online shopping platform and I succeeded convincing big names to join feehla such Ashraf, Vogue, Pastel, Islander, Andalus Pharmacy and others. Moreover, I kept in contact with all the vendors and maintained good relationships with them.

Client relationship manager  
15 March 2020 –  
15 March 2021

### Feehla Online marketplace W.L.L

As client relationship manager I had learned to work under pressure and maintain the client base and make sure that a customer who purchased once is returning to purchase again. Also, I was responsible to satisfy the customers and solve their problems without adding more cost on company. Lastly, I had the ability to answer all customer inquiries without returning to the main vendor and bothering them with questions.

## Education

FSC in Chemistry and  
Biology  
2011 – 2013

### Alahd Alzahir Secondary school – GPA: 80%

- Head of student council in year 2012 / 2013.
- Attended Injaz workshops.

BSC in Information  
System  
2014 – 2020

### University of Bahrain – GPA: 2.98

- Member of Drama club in year 2014/2015
- Volunteered in University Events
- Completed my graduation project (Research: Cyberbullying in Kingdom of Bahrain)

## Awards

Khalid bin Hamad competition  
for innovation in Artificial  
Intelligence  
18-April-2019

### 2<sup>nd</sup> price winner

- As a team we created a Microsoft Azure Cloud based system that turns every hand gesture to its corresponding verbal meaning (written on screen + voice if speakers are connected) for assisting blinds in their daily activities and recognizing objects around them.

Mashroo3i competition by  
Tamkeen  
19-March-2019

### One of the finalist teams

- Learned how to develop a proper business plan and model for starting a new business where we developed the prototype of a mobile application that will help the public transportation service to be more efficient and effective.

Appreciation certificate in Drama  
Club of University of Bahrain  
27-December-2015

Appreciation certificate has been given to me for my hard work in the drama club where I acted in the national day play.



## Professional certifications, courses and workshops attended.

Injaz workshop by Tamkeen  
2010-2011

### Careers with a purpose program

A one-month program to acknowledge the career path according to market demand and needs and to make sure that whatever career a person will choose satisfies a specific purpose in society and add a value to the country.

AIESEC workshop  
Year 2012

### The world within workshop

Among all the other AIESEC workshops I attended I selected this one because during this workshop I learned the importance of self-motivation and time management in life. Plus how these two factors are huge drivers for other important skills like leadership, team work, effective management and analysis and decision making.

Professional certification  
in Cobit5 foundation  
1 August 2018-  
20 August 2018

### Cobit5 Foundation certified

Completed the foundation phase of cobit which revolves around management and governance in organization and how cobit helps organizations in better decision making by aligning business and IT process and making it work in parallel to achieve the targeted company objectives. And I am planning to do the CISA course (certified information system auditor) in order to become a certified auditor and cobit is prerequisite for it.

Professional Certification in  
Azure Administrative  
Associate  
5 July 2020-20 July 2020

### Azure Administrative Associate certified

Certified Microsoft Azure Administrator where I learned creating and using virtual spaces and Microsoft cloud services in order to keep company data and administrate it and add new users, assign and designate them and control data and keep it integrated and unified for all departments of a company.

workshop by Ministry of  
Labor  
5 October 2020 –  
28 October 2020

### Photography and Photoshop Basics

Learned the basics of photography using a mobile phone and a professional camera beside learning the role of lighting, background and props while taking a picture. Also completed a basic photoshop session during the workshop for editing the pictures clicked during the photography session.



## Projects done.

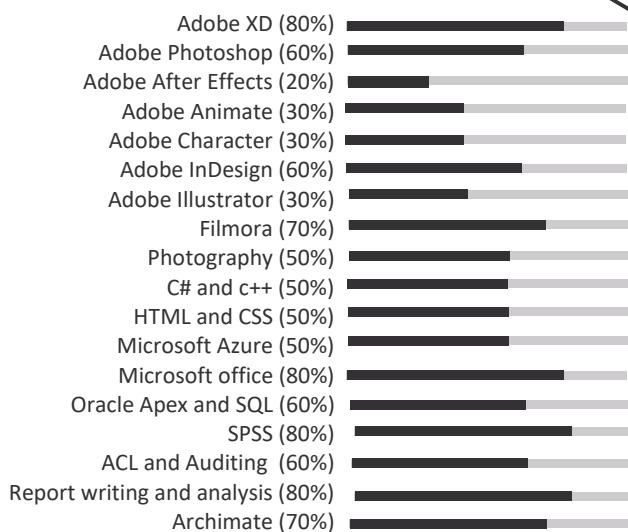
- Designed the Riffa view mobile application interface using Adobe XD.
- Researched on cyberbullying in Kingdom of Bahrain (Senior project).
- A library system for borrowing, returning books and calculating employee salaries using c#.
- Short film (1 minute video) using my videography skills and editing video using sound and other elements.
- Detailed business plan for an entrepreneurship project.
- Complete enterprise architecture of a university system.
- Detailed system analysis of a system including use cases, flowchart, ERD, DFD, data dictionaries.
- Detailed study of an organization starting from its objectives, swot analysis, Pestel, and other business development methods.
- Basic auditing of a telecommunication firm data center and a report of the findings.



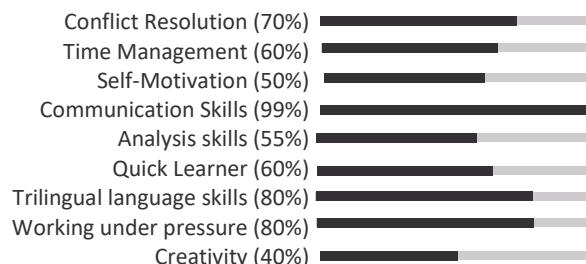
## Languages

- Arabic (native) – professional writing – speaking – reading.
- English – advanced writing – speaking – reading.
- Hindi, Urdu, Punjabi – advanced Speaking only.

## Professional Expertise



## Personal Expertise



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## COVER LETTER



DEAR SIR/MADAM

DATE  
February-2020

TO  
Hiring Manager/  
HR Manager

FROM  
Mariam Milaad

I am excited to be applying for the vacancy offered at your reputed company. I understand you are currently expanding your business, and I believe my skills can provide a significant advantage for your company and I can add more value into your organizational goal. Also, I am thrilled at the opportunity to bring my unique style and passion to the company.

During my last job at Feehla online marketplace W.L.L, I was responsible for all aspects of bringing new vendors to join the Feehla platform to sell their products on the platform and maintaining the vendor base, solving their problems and developing marketing strategies in order to increase the sales of the vendors and this position gained me contact with several business owners and companies like Ashraf, Sharaf Dg, etc and taught me how to contact a company and propose a plan to them. Because Feehla was a startup I had to take charge of customer service too and I was assigned as Client Relationship Manager where I had to manage my team and ensure that customers are satisfied, their problems are being solved and that they are going to return to buy again from Feehla and maintain the customer base and develop strategies to improve the process such embedding a chat bot to automatically respond to the customers without delay.

Before joining Feehla I was working as a freelance event organizer for multiple companies in the country like Pico Events, Alhan Events and Bahrain International Circuit. Working in these events gained me a lot of confidence, helped me improve my communication and management skills and taught me to manage my time and work under pressure and during shifts and difficult timings sometimes.

In addition to my previous roles, I have also expanded my portfolio to include Marketing for products on social media Through tiktok platform for many products like Cordless curler, Noh Nabil makeup collection, Huda Beauty latest Product line, Jayjun eye patches, Shea Moisture for hair and other products too and this skill of mine is quickly becoming essential to digital marketing campaigns. I have done a professional photography workshops and currently I am learning Adobe photoshop, Illustrator, InDesign and Animate in order to improve my skills and provide better quality in work.

Thank you for your time and consideration. I am looking forward to learning more details about the position at your company. I am eager to meet with you and discuss how I can use my skills to bring an advantage to your firm and ultimately increase your product sales.

Your Sincerely,  
Mariam Milaad.