

HUSSAIN AYAD MOHAMMED

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SUMMARY

Computer Science graduate from Cihan University–Erbil with hands-on experience in software development, data analytics, and customer service. Skilled in building mobile and desktop applications using C#, Python, Flutter, and SQL. Experienced in data analysis, predictive modeling, and system development through academic and real-world projects. Strong background in telecom operations, customer support, and high-volume data handling. Passionate about AR, AI, and intelligent systems with a focus on building scalable and practical solutions.

UNIVERSITY PROJECTS

UNIVERSITY APPLICATION WITH MULTI FUNCTIONS (Graduation Project)

Technologies: Flutter (Dart), Firebase, AR (Augmented Reality SDK), REST APIs, Google Services

This project presents a smart university mobile application designed to provide students and staff with a wide range of services in one platform. The application integrates academic features such as course registration, schedules, grades, and announcements with advanced technologies like Augmented Reality (AR) for interactive campus navigation and information display. Users can easily explore the university, access services, communicate with instructors, and stay updated on events and notifications. The system also includes administrative tools for managing users, courses, and content. Overall, the application aims to improve the university experience by making it more efficient, interactive, and accessible. Key features include:

- **User Management System:** Provides secure login and registration for students and teachers, along with profile management and role-based access control (Admin / Student / Staff).
- **AR Campus Navigation (Core Feature):** Enables real-time navigation using Augmented Reality, including building recognition, interactive overlays for departments and rooms, and both indoor and outdoor guidance.
- **Campus Information:** Provides a comprehensive directory of buildings, departments, faculties, and staff with contact details and office locations.
- **Financial System:** Displays tuition fee details, supports online payments, and maintains a complete payment history.
- **Dashboard & Analytics:** Offers a personalized dashboard with academic progress visualization and a summary of important notifications.
- **Smart Features (Advanced):** Includes QR/AR-based attendance tracking, an AI chatbot for assistance, and voice-enabled search and navigation.
- **Admin Panel:** Allows administrators to manage users, courses, schedules, post announcements, and monitor overall system activity.
- **Integration & Storage:** Utilizes cloud databases (e.g., **Firebase, OpenAI APIs, Google Services**), supports API integration with university systems, and ensures data backup and synchronization.

TELECOM CUSTOMER CHURN ANALYSIS & PREDICTIVE ANALYTICS SYSTEM

Technologies: Python, Pandas, NumPy, Matplotlib, Seaborn, Jupyter Notebook

- **Data Preprocessing:** Includes conversion of data types (categorical and numerical), normalization of mobile numbers, and correction of invalid values (e.g., negative data usage), improving overall data quality.
- **Feature Engineering:** Generates new meaningful features such as Total Data Usage and Spend per GB, enabling deeper insights into customer behavior and spending patterns.
- **Churn Analysis:** Identifies customer churn patterns by analyzing relationships between churn and factors like tenure, monthly spend, network rating, and service usage.
- **Data Visualization:** Utilizes advanced visualization techniques with Matplotlib and Seaborn to create heatmaps, scatter plots, histograms, boxplots, and bar charts for clear and interactive data representation.
- **Performance Analysis:** Evaluates key performance indicators such as Customer Lifetime Value (CLV), credit score distribution, and network satisfaction levels.
- **Data-Driven Decision Support:** Provides actionable insights to support business decisions, improve customer retention strategies, and optimize telecom services.

PROFESSIONAL WEATHER STATION WITH MULTI FEATURES

Technologies: Arduino / Embedded Systems, Sensors, C/C++, ThingSpeak Cloud, IoT

- **Multi-Sensor Data Collection:** It has sensors for temperature, humidity, rainfall, air quality, carbon monoxide levels, air pressure, and light intensity.
- **Time keeping:** We have a clock in our system that puts a timestamp on each weather story. This way, we know exactly when each weather event happened.
- **Data Storage:** All the stories our sensors tell us are stored in a memory card. We can look back at the weather stories from last week, last month, or even last year. We can do some prediction as well.
- **WI-FI connection:** Enhanced Wi-Fi connectability option that enables your station to transmit its data wirelessly to the ThingSpeak Cloud.
- **Data Analysis:** ThingSpeak is an Internet of Things (IoT) platform that allows you to aggregate, visualize, and analyze live data streams in the cloud.

NETWORK TRAFFIC GENERATION & ANALYSIS SYSTEM (Wireshark-based)

Technologies: Python, Requests Library, Threading, Wireshark, TCP/IP

- **HTTP Traffic Simulation:** Developed a Python-based system to generate controlled HTTP requests for the purpose of analyzing network behavior and server response under load conditions.
- **Multi-Threaded Request Engine:** Implemented concurrent request handling using threading to simulate multiple clients and evaluate system scalability and performance.
- **Traffic Monitoring & Analysis:** Utilized Wireshark to capture and inspect network packets, enabling detailed analysis of request/response cycles, latency, and protocol behavior.
- **Performance Observation:** Monitored server response times, status codes, and throughput to understand system performance under varying load conditions.
- **Error Handling & Stability:** Integrated exception handling to ensure stable execution and continuous traffic generation during testing.
- **Educational Application:** Applied concepts from computer networks and cybersecurity to understand real-world traffic flow and system limitations.

POINT OF SALE SYSTEM

Technologies: C#, .NET Framework, Windows Forms, SQL Server

- **User-Friendly Interface:** Developed using C#, the application replicates a modern cashier POS system with an intuitive and easy-to-use interface for smooth daily operations.
- **Product Management:** Allows users to browse, search, and organize products efficiently, ensuring quick access during transactions.
- **Barcode Scanning:** Integrated scanning system enables fast and accurate product identification, improving checkout speed and reducing errors.
- **Extensibility:** The system is designed to be scalable and open for future enhancements, such as reporting tools, user roles and cloud integration.
- **Responsive Design:** Designed to adapt smoothly across different screen sizes and resolutions, providing a seamless user experience.

SKILLS & CERTIFICATIONS

Technical Skills:

- **Programming Languages:** Python, C#, C++, C, Dart
- **Web Development:** HTML, CSS, JavaScript, PHP, Responsive Web Design
- **Mobile Development:** Flutter (Dart), Mobile Application Development
- **Databases:** MySQL, Microsoft SQL Server, Oracle (Distributed Databases), Database Design & Management
- **Data Analysis & Visualization:** Pandas, NumPy, Matplotlib, Seaborn, Data Cleaning, Data Preprocessing, Exploratory Data Analysis (EDA)
- **Machine Learning & AI:** Machine Learning Fundamentals, Data Modeling, Predictive Analytics, Artificial Intelligence Concepts
- **Networking & Security:** Computer Networks, Network Administration, Network Security, Wireshark (Packet Analysis), TCP/IP, Troubleshooting
- **Software Development:** Object-Oriented Programming (OOP), Software Engineering Principles, Application Development, Debugging & Testing
- **Tools & Platforms:** Git (Version Control), Firebase, ThingSpeak, MATLAB, Visual Studio, VS Code, Anaconda (Spyder)
- **Cloud & Integration:** API Integration, Cloud Databases, Google Services Integration
- **Operating Systems:** Windows, Linux (Basic)

Soft Skills: MS Office (Excel, PowerPoint, Word), Customer communications, Call center operations, Customer education, Customer Support, Analytical & problem-solving skills, Telecom KPI analysis (CSAT, AHT, FCR, ARPU, churn indicators), CRM systems,

Certifications & Training:

Online Course in Management (Coursera)

Gemini Certified Educator

Nov 2025 - Nov 2028

EDUCATION

CIHAN UNIVERSITY-ERBIL

Erbil, Kurdistan

Bachelor of Science:

2024 - 2025

Major in Computer Science

Cumulative GPA: 3.1/4.0

Degree Awarded with outstanding graduation projects

Scientific exhibition of the 5th International Conference on Communication Engineering and Computer Science (CIC-COCOS 2024)

Relevant Coursework: Database Systems, Distributed Database(Oracle), Computer Networks, OOP, Logic Design Application Development, Web Design, Web Programming, Dynamic Web Development, Network Administration, Computer Architecture, Computer Structure, Computer Graphics, Internet Of Things, Image Processing, Cryptography, It Project Management, Mobile Application Development, E-commerce, Embedded Systems, Robotics Systems, Information Security, Data science, Big Data, Network Security, Data Analysis, Software Engineering, Operating Systems, Distributed Operating Systems, Algorithms, Machine Learning, Artificial Intelligence

ISHIK SECONDORY/HIGH SCHOOL

Erbil, Kurdistan

Study Abroad Program in International School

2011 - 2018

Languages: Fluent in English, Arabic; Conversational Proficiency in Kurdish

WORK EXPERIENCE

QUQAZ LOGISTICS CO. (Local & International transportation)

Naz Naz, Erbil, Kurdistan

Data Entry Specialist

Jun 2025 – Mar 2026

- Processed and recorded over 1,000 receipts daily with high speed and accuracy.
- Assisted in tracking shipments and updating inventory information.
- Worked effectively in a fast-paced environment while meeting daily deadlines.
- Demonstrated strong attention to detail and data integrity at all times.
- Verified data to ensure correctness and identified discrepancies when needed.

KOREK TELECOM COMPANY

Social Media Coordinator

Erbil, Kurdistan

Apr 2025 - Jun 2025

- Developed a strong online presence for clients through targeted social media strategies tailored to their unique needs.
- Responded to 30+ chats/emails per day with timely, tailored support.
- Strengthened brand identity with consistent messaging, tone, and visual elements across all posts.
- Analyzed performance metrics to identify trends and areas for improvement in future campaigns.

Call Center Agent

Jul 2024 - Apr 2025

- Handled customer inquiries and complaints via phone ensuring timely and accurate resolutions.
- Maintained detailed records of customer interactions and transactions in the CRM system.
- Handled 130-160 inbound calls daily with a 97% satisfaction rate.
- Collaborated with back-office teams to resolve complex customer issues and improve service delivery.
- Consistently met and exceeded performance metrics, including customer satisfaction and response time targets.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

HIGH PERFORMANCE

Dispatcher Agent

Erbil, Kurdistan

Jun 2023 - Jan 2024

- Coordinated and managed operational tasks, ensuring seamless workflow and timely task completion.
- Prioritized and assigned tasks to team members, optimizing efficiency and productivity.
- Facilitated clear communication among team members, contributing to a responsive and well-coordinated work environment.
- Communicated with drivers and personnel to coordinate timely delivery of goods and materials.
- Directed dispatching, routing, and tracking of amount fleet vehicles.
- Generated reports to track deliveries and maintain proper records and documentation.
- Trained new dispatchers on company protocols, contributing to a well-prepared team of professionals.

Directed dispatching, routing, and tracking of 170 fleet vehicles.
