

IMAN MUSSA



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A seasoned IT Recruiter with a successful track record spanning two years across agency and corporate environments, adept at sourcing and hiring mid to senior level .NET and Java developers. Coupled with 3+ years of customer service proficiency in prestigious retail, transportation, and insurance sectors, I am keen on leveraging my expertise in recruitment and customer relations to drive career growth.

BUSINESS EXPERIENCE

Administrative Manager

Jan 2023 - Current

N.TX Limousine Service (Part-time)

- Oversee and manage administrative functions within the transportation service company
- Maintain and update company website with accurate and relevant information
- Handle booking processes efficiently, ensuring timely and accurate scheduling of transportation services
- Prepare and send invoices to clients promptly, ensuring accuracy and completeness of billing information
- Organize and maintain filing systems for paperwork, records, and documents in accordance with company policies and procedures
- Implement and enforce company policies related to administrative tasks and client interactions while continuously seeking opportunities to improve administrative processes and enhance customer satisfaction.

IT Recruiter

Sep 2022 - Dec 2022

Wimmer Solutions

- Partnered with managers to define staffing needs, resulting in a 20% reduction in time-to-fill through streamlined processes.
- Utilized diverse channels, strategically increasing the candidate pool by 30% and improving the quality of hires.
- Implemented data-driven strategies to track and analyze key recruitment metrics, optimizing sourcing channels and reducing overall recruitment costs.
- Spearheaded the implementation of a new applicant tracking system (ATS), improving the efficiency of the end-to-end recruitment process.

Sourcing Recruiter

Mar 2022 - May 2022

Amazon Web Services (Contract)

- Led a talent mapping initiative, increasing the identification of niche skill sets crucial for upcoming projects.
- Consistently met or exceeded key performance indicators, including sourcing targets, candidate engagement metrics, and diversity hiring goals by targeted messaging and increasing response rates to outreach efforts.
- Implemented sourcing analytics to track and measure the effectiveness of various channels, optimizing the sourcing strategy and reducing cost-per-hire.

Technical Recruiter

Mar 2021 - Feb 2022

TEKSystems

- Diversified the candidate pool, implementing innovative sourcing methods that increased the applicant base.
- Made around 80 calls per day, interviewed at least 5 candidates per week, and hired an average of 7 developers per month.
- Successfully filled niche technical roles, consistently meeting project deadlines with a 97% placement accuracy.

- Cultivated and maintained strong relationships with clients, candidates, and key stakeholders, increasing client satisfaction and growing candidate referrals.

Customer Care Representative

May 2019 - Nov 2019

State Farm

- Provide exceptional customer service to State Farm policyholders and prospective customers while assisting customers with inquiries regarding insurance policies, coverage options, and claims processes.
- Process policy changes, updates, and payments accurately and efficiently.
- Address and resolve customer complaints and concerns in a professional and timely manner.
- Educate customers on various insurance products and services offered by State Farm.
- Utilize computer systems and software applications to manage customer accounts and documentation.

Youth Group Director (Volunteer)

July 2014 - July 2017

Islamic Association of Allen

- Developed and implemented comprehensive youth programs aimed at fostering personal growth, leadership skills, and spiritual development.
- Organized and led engaging youth group meetings, activities, and events, including retreats, outings, and community service projects.
- Established positive relationships with youth members, parents, and volunteers, providing guidance, support, and mentorship.
- Managed budgetary and administrative tasks related to youth programs, including fundraising efforts.
- Evaluated program effectiveness and made necessary adjustments to meet the evolving needs and interests of youth participants.
- Maintained records and reports on attendance, participation, and program outcomes for assessment and future planning purposes.

EDUCATION

Bachelor of Science - Integrative Studies

Dec 2020

(focus on Business Management, Sociology, & Technical Communication)

University of North Texas

ADDITIONAL CERTIFICATIONS & SKILLS

- ❖ **AT&T Summer Learning Academy Externship (Does not expire)**
- ❖ **Microsoft Office Specialist:** Certification of proficiency in Microsoft Office (Word, Excel, PowerPoint, Access)

LANGUAGES (other than English)

- Read and write Arabic
- Speak Tigrinya (Typically spoken in Northern Ethiopia and Eritrea)