

# Rama Abdallah

## Shop Assistant

Amman/Marj al Hamam

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### OBJECTIVE

Obtain a position in a company where I can maximize my skills and experience; a position that utilizes my strong organizational skills, educational background, and ability to work well with people.

### EDUCATION

Al Balqa Applied University,  
Bachelor in Business  
Administration – 2012  
GPA: Good

### EXPERIENCE

*June 2013 - Present*

Shop Assistant • senior • ALDEASA, Amman Duty Free

- Greeting customers who enter the shop.
- Be involved in stock control and management.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with merchandise.
- Giving advice and guidance on product selection to customers.
- Balancing cash registers with receipts.
- Dealing with customer refunds.
- Responsible dealing with customer complaints.
- Working within established guidelines, particularly with brands.

### KEY SKILLS

Marketing Skills  
Time Management Skills

### COMMUNICATION

- Ability to maintain confidentiality of information
- An effective team player
- Having a strong leadership skills and decision-making ability
- Good communication skills
- Ability to learn new skills

### REFERENCES

Available Upon Request.