

Lana Hassan Al-Toor

Date of Birth: June 30th 1996

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Nationality: Jordanian

Marital Status: Married

Address: Amman - Tabarbour



Summary

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in the fields of secretary and Offices Management, business, and supportive banking, and to devote my efforts to all required work that seeks to advance and develop the work organization.

Experience

- **Secretary at Medical Clinic in Jordan hospital – Amman Nov 2016 - Apr 2017**

The nature of work is related to secretarial work, such as receiving and organizing patients' appointments and archiving their data and cases on a special medical system, in addition to everything related to patients' insurance.

- **Credit documentation officer at Housing Bank for trade and finance - Amman May 2017 - June 2021**

The nature of the work is related to checking and defining the documents of the facilities and banking products required of the customer and entering the customer's data on all the products and facilities of the bank, including loans, agreements, and mortgage bonds.

- **Accounts services officer at Housing Bank July 2021 - Present**

The nature of the work is related to checking the client's account opening documents and working on completing the account opening on the banking system or closing it according to the client's condition.

Training Courses

- Life skills from Amman Training College.
- The way to your Career from Injaz.
- Computer printing course from Amman Training College.
- Creative and constructive thinking.
- Leadership and persuasion skills + communication.
- Emotional intelligence and positive behavior.
- Courses from salalem.com :
 - Reporting mechanisms reporting offences.
 - Banking profession.
 - Management of accidents and crises.
 - Fundamentals of the sanctions, prohibitions and fight against fraud
 - Fundamentals of bribes and institutional corruption.
 - Fight against money-laundering and the fight against terrorism.
 - Principles of compliance.
 - Introduction of the FATKA.
 - Creative and constructive thinking.
 - Security of information and cybersecurity.
 - Importance of the legal culture of bankers and bank secrecy.
 - Business Continuity Plan.

Academic Qualifications

- Diploma degree in Secretary and Offices Management from Amman training College Sep 2014 - Jul 2016
GPA = 79.5%
- Bachelor of Business Administration BBA from Israa Privet University Oct 2018 - Jan 2020
GPA = 79.8%

Technical Skills

- MS-Office
- Typing in Arabic and English (40 WPM)
- Dealing with social media
- Banking system

Personal Qualities

- Positive attitude.
- Excellent Communication skills to interact individuals at all levels.

Languages

- Arabic: Mother Language
- English: Very Good Writing, Reading, and Speaking

Reference

Available upon request.