



# Noor Jamal Owies

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**Nationality :** Jordanian

**Marital Status:** Single

**D.O.B:** 17<sup>th</sup> Aug.1989

## Summary

An organized and creative personality who deals with customers with great flexibility and is able to provide service to them, help them with all their inquiries, and work to solve their problems with integrity and sincerity. I have full knowledge in the field of finance, granting loans, studying client requests and following them up. Therefore, seeking to work in an institution whose environment is full of challenges to enhance my experience and achieve the institution's goals in the best ways.

## Education

- ❖ **BSc , The Hashemite University, Jordan ( 2011 )**  
**Specialization : Tourism**

## Experiences

- ❖ **Finca for Microfinance , Amman – Jordan ( May.2023 – Present )**  
**Acting Sales Manager / Call Center Sales**  
**Main Responsibilities :**
  - Managing the sales team, defining the roles and responsibilities of each individual, and providing them with the necessary training and support.
  - Managing relationships with current and potential clients, and ensuring their satisfaction with services.
  - Preparing monthly performance reports
  - Determine the value of the loan and its duration for the customer by evaluating his request
  - Follow up on loan disbursement
- ❖ **Finca for Microfinance , Amman – Jordan ( 2019 - 2023 )**  
**Senior Call Center / Sales**  
**Main Responsibilities :**
  - Comprehend the scope and mission of each assigned microfinance project before initializing activities to support it.
  - Choose staff members to handle microfinance project activities and monitor and supervise them on a constant basis.
  - Handle the overall coordination, management and implementation of the microfinance and cooperative development components of each project.

- Disburse loans to identified communities in a time-efficient manner and ensure that loan payments are made timely as well.
- Put in place mechanisms of managing arrears to ensure a healthy lifetime at all times.
- Create and submit periodic reports to communicate project status to the management and financiers.

❖ **Finca for Microfinance Amman- Jordan ( 2015 - 2019 )**

**Call Center / Sales**

**Main Responsibilities :**

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

❖ **Finca for Microfinance Amman - Jordan ( 2012 - 2016 )**

**Teller Administration Assistant**

**Main Responsibilities :**

- Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing savings withdrawals; recording night and mail deposits; selling cashier's checks, traveler's checks, and series e bonds; answering questions in person or on telephone; referring to other bank services.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Completes special requests by closing accounts; taking orders for checks; opening and closing christmas and vacation clubs; exchanging foreign currencies; providing special statements, copies, and referrals; completing safe-deposit box procedures.

## **Training Courses**

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- ❖ Customer service from Amdues Ticketing ( Oct. 2011 )
- ❖ Customers experience from Amdues Ticketing ( Oct. 2011 )
- ❖ Detecting counterfeiting from Amdues Ticketing ( Oct. 2011 )

## Skills

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- ❖ Time Management Skills
- ❖ Organizations Skills
- ❖ Problem Solving
- ❖ Development Skill
- ❖ Communication Skills
- ❖ Work Under Pressure
- ❖ Team Work Skills
- ❖ Attention To Details
- ❖ Project Management
- ❖ Employee Training
- ❖ Team Leading
- ❖ Planning effectively
- ❖ Ability To Use A Computer And Microsoft Office (Power Point, Word, Excel)

## Qualifications

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- ❖ Work Knowing how to deal with customers in a polite manner
- ❖ The ability to solve customer problems and deliver information correctly
- ❖ Maintain confidentiality and privacy of financial information
- ❖ Overseeing financial papers and documents
- ❖ Entering data and information into computer systems such as invoices, financial documents, entries, exchange orders, and all different accounts
- ❖ Maintain backup copies of financial records
- ❖ Prepare trial balance each month
- ❖ Preparing and supervising accounting books
- ❖ Understand the Impact of New Information Which Will Affect Both Present and Future Decisions.
- ❖ Outstanding knowledge and experience working with other people

## Languages

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- ❖ Arabic: Native
- ❖ English: Very Good