

Contact Information



Name : Umniah Samir Wahbeh
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Professional Summary

+6 years experience of customer relations, E-commerce, technical, software, client satisfaction, account management, public relations, mentoring...

Highly motivated and organized individual who has experience in management and skilled in leadership to maintain productivity and quality of the projects.

Establish a career in an innovation-driven environment that is in relation with NGOs, international affairs organizations & Public relations that encourages original ideas, ambition and team work to sharp my skills.

Education

Jul. 2017	Hashemite University Bachelor's Degree of International Relations & Strategic studies	Zarqa, Jordan
Aug. 2014	Al Rai School High School Diploma, IT Stream	Amman, Jordan

Professional Experience

Sep 2022— Current 2023

Bluemina for citizenship and residency **Amman, Jordan**
Customer Relations Executive

Provide consultation to improve process performance and service quality and end to end customer experience

Implement processes for consistent team handling of customer complaints.
Analyses and reports performance data on customer escalation trends and business improvement plans.
Proactively identifies issues and implements plans to resolve them.
Partners with cross-functional leaders to isolate and resolve systemic issues based on customer and employee feedback.
Recommends new approaches and policy changes to decrease customer escalations and improve customer experience.
Provides customer experience leadership with regard to all facets of operations analysis, performance management, and people leadership

Aug 2021— Sep 2022

Brinks Jordan Amman, Jordan
Account Manager

Corporate Account management responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders and preparing sales reports and keeping our clients satisfied and engaged with our products and services in the long-run.

. Answering client queries and identify new business opportunities among existing customers.

Making sure each department meets the needs of the clients and customers. Handling customer complaints, find solutions to their issues, and maintain a positive relationship between both parties for future business ventures.

Focusing to build trust with customers and to be a strong communicator to manage the accounts properly and must also be knowledgeable about my company's products and services to provide customers with the most effective solutions.

The Account Manager facilitates communication between clients and sales representatives. Working closely with both to ensure each has clear expectations for the transaction and determine whether the product or service fits the current needs of both parties involved in the negotiation.

Jul 2019 — Aug 2020

Webhelp Amman, Jordan
Technical Support Advisor

- IOS Technical support advisor. Highly motivated and I had the chance to improve myself in teamwork also some other responsibilities such as a part of crisis management. Long farsightedness and showing opinion. Presented for multiple times about the CSAT and found practical solutions for multiple issues.

- Expert in a particular field of knowledge, to provide detailed information and advice in that field.
- Support to develop and execute all program reviews. Provide technical advice as well as expertise to systems development technical project groups.
- Conduct administrative and technical reviews of continuing company projects.

Oct 2017 — Feb 2019

Jollychic Amman, Jordan
Resolution Center Specialist (Helpdesk)

- Primarily responsible for assisting with escalated customer related issues
- Prioritizing and processing help requests to provide technical problem identification and resolution
- Helps and provides support to resolve complex and sensitive inquiries that require internal communication, collaboration and consultation with account teams and/or customers
- Assists in the identification, assessment and resolution of complex issues/problems
- Audit & follow up returns & refunds.

Sep 2017 – Oct 2017

Save the children Amman, Jordan
 Former volunteering & home visiting

Sep. 2016 - Jan. 2017

Ministry of political affairs and parliament relations Amman, Jordan
Political & parliamentary affairs trainee

I was working as a part time Political & parliamentary affairs trainee, during this time I was exposed to a series of experiences in different fields such as formulating policies and strategies to expand the political participation of citizens, develop channels of communication between the ministry and political parties and institutions and coordination with ministries, institutions and government departments.

Courses & Certifications

- Certification for participating in the Public diplomacy forum in the Jordan institute of diplomacy in July 25 ,2017
- Certificate of Completion – Preventing Bribery and Corruption in Oct 3 ,2021
- Certificate of Completion – Preventing Anti-Competitive Practice in Sep 27 ,2021
- Certificate of Completion – Brink's Code of Ethics in Sep 22 ,2021

- Certificate of Completion - Speaking Up: We Are Listening in May 19 ,2022
- Certificate of Completion - Conflicts of Interest: Know Where You Stand in May 22 ,2022
- Business English in Business Engineering with an exceptional performance that led to successful completion of a 25 hours in this training course and I am officially Certified from Business Engineering a certification recognized worldwide from IFGICT. May 18 – July 13 ,2022

Skills

- Leadership and management
- Mentoring
- Strategic planning and implementation
- Process and performance optimizations
- Ability to work in ICDL programs (Word, Power Point and Excel).
- SPSS for statistical analysis.
- ERP system
- Fresh-desk system
- Core system

Personal skills & achievements

- Volunteer work
- Independent worker and team player, analytical thinker, self-motivator and excellent Communication skills.
- Social media communications.
- Resource management.
- Writing skills.
- Participated as an actress in a series, recordings.

References

- Available Upon Request.