

PERSONAL SUMMARY

A well-mannered, articulate and hardworking customer care who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business. Ready and qualified for the next stage in my career and looking forward for making a significant contribution to the growth of a company ambitious.

A handwritten signature in black ink, reading 'Hiba Iqliem'. The script is fluid and cursive, with the first letters of 'Hiba' and 'Iqliem' being capitalized and prominent.

Hiba Mohammad Iqliem.



HIBA IQLIEM

PERSONAL DATA

- Full Name: Hiba Mohammad Iqliem.
- Date of Birth: 17, April 1987.
- Marital Status: Married.
- Residence: Amman, Jordan

CONTACT



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[Hiba Iqliem \(Direct Link\)](#)

EDUCATION

Bachelor's degree in Translation
(Arabic/English) and
(English/Arabic)

Al Zaytoonah University of Jordan
2006 - 2009

LANGUAGES

- Arabic (Native)
- English: (Fluent)
- French: (Fair)

WORK EXPERIENCE

2021 - Present

Work as a freelancer for project management.

Jan, 2018 – Sep, 2021

Middle East University- Jordan.

Amman, Jordan.

Logistics Administrative.

- Logistics administrative at MEU & ILO (international labor organization) project for refugees & Jordanian training project.
- Administrative Coordinator at MEU Consulting & Training Center.
- Public Relations Department - Human Resources Department.
- Administrative Coordinator at MEU Language & Translation center.
- English Courses Instructor. - Member of organizing committee of graduation ceremony.
- Member of Recruitment Committee.
- Member of Events Planning Committee
- Member of Marketing Committee
- Recruitment Report Analysis specialist

Feb, 2017 – May, 2017

Action Mobile.

Amman, Jordan.

E-Commerce Specialist

- E-Commerce & Corporate Senior Coordinator.
- Application & Website Admin.
- Social Media.

PERSONAL SKILLS

- Effective Communication (including a pleasant voice and presentation skills)
- Problem Solving
- Self-Motivation
- Planning and Organization
- Empathy and Customer Care
- Teamwork and Collaboration
- Handling Stress
- Continuous Improvement and Adaptability.

KEY SKILLS AND COMPETENCIES :

- Excellent in listening and verbal communication skills.
- Able to work on own initiative as well as part of a team.
- Having a clear voice and an excellent telephone manner.
- Excellent spelling and grammar and a flexible hard working attitude.
- Understand the regulatory, fair trading and competition rules relating to customer service.

○ Feb, 2011- May, 2015
i2-Jordan NOKIA Care.

Amman, Jordan

Workig at :

- Orange Project Coordinator.
- BI (Business Intelligence).
- Call Center Team Leader.
- New employee trainer.

My work summary:

- Stage 1: I have started working with i2 as a contact center agent (for customers Inquiries and notes about services through multichannel:phone, chat, Facebook, email...etc. and outgoing calls (survey, customer approval and telesales)within certain criteria).
- Stage 2: Then i2 management had hired me as customer care and contact center team leader.
- Stage 3: Develop working to increase maintenance center incoming devices and increase daily incoming cash for branches.
- Stage 4: orange project added to my responsibilities (receive devices for maintenance, followup and analyses.

○ 23, Jun 2010 – 5, Nov 2010
Umniah.

Amman, Jordan

Call Center Representative

Taking enquiries and providing customers with all kinds of help needed; also advising them to use the company's products or services. Aiming to build long-term relationship with customer>

TRAINING COURSES & CERTIFICATES

- PMP (Project Management Professional).
The hope international cooperated with PMI institute.
Feb, 2021
- Introduction in Communication and Public Relations.
Edlaal - Oman. (online).
May, 2020
- The Digital Content Creative.
Edlaal - Oman. (online).
May, 2020
- Behavioral economics.
Edlaal - Oman. (online).
Mar, 2020
- English in Business.
Middle East University.
Feb, 2018
- Social Media Marketing.
Udemy (online).
Dec, 2017
- E-commerce course
UK (online).
Apr, 2017
- Sales Techniques.
Nokia Finland.
Jun, 2014
- CRM system course.
Umniah Jordan.
Oct, 2010
- Communication Skills and Digital Services.
Nokia
2013
- ICDL (Microsoft Word, Excel and Outlook)
Pioneers
2006