

# Asmaa almhira

## CONTACTS



Marj alhamam-jordan



asmaaalmhairat5@gmail.com



0791535333

## EDUCATION

### **Bachelor degree in finance and banking**

alzytoonah university  
2009

## COURSES

- A course in Sharia sciences- **the Society for the Preservation of the Holy Qur'an (Al-Rihani Qur'an Center) 2018-present**
- An introductory course in Tajweed of the Holy Qur'an- **Al-Buraiji Qur'an Center \ 2022-present**
- course in practical applications of accounting - **sallam culture center \ 2009-2010**
- comprehensive on computers and advanced software- **Alafore center \ 2009-2010**
- training on finance and banking - **Jordan islamic bank\ 2009**
- The Lifetime Project course- **the Injaz program to create economic opportunities for Argentinian youth - 2007**
- course in work ethics \ **the Injaz program to create economic opportunities for Argentinian youth - 2007**

## Objective

To pursue a challenging career where my education can be utilized for the benefit and advancement of company, and to be an active member of the team in generating business and representing the ethics and professional attitude of the company.

## WORK EXPERIENCE

### **front desk officer**

**2014-2018**

The International Academy – Amman

- Streamline guest check-in and badge distribution for a smooth reception experience.
- Optimize front desk workflow through precise scheduling management.
- Deliver prompt, professional customer service, boosting client satisfaction.
- Manage phone interactions with diplomacy, reflecting a favorable corporate image.
- Execute administrative tasks, including file management and email correspondence.

### **yaseer mall**

**2012 - 2014**

Casher

Uses a cash register to process sales by scanning items and totaling purchases.  
Processes coupons and store discounts.  
Answers customer questions and resolves customer service issues.  
Collects payments and makes change for customers who pay cash.  
Provides a positive customer experience with friendly and courteous service.  
Counts cash at the beginning and end of the shift.  
Follows store policies and procedures.

### **orange jordan**

**2011 - 2014**

Customer Service Representative

Receives inbound calls, answer customers questions and inquiries.  
Handle customer's inquiries and concerns over emails.  
Solve cases by escalated to related departments.  
Solve special cases and keep following up with other departments to insure and update the customer with the solutions and make sure all of them are done.

Receive and transfer calls, answer customers inquiries  
Gather all necessary documents to make sure registration goes smoothly.  
Handle escalated customer issues with professionalism and empathy.  
Strive to exceed customer expectations and maintain high levels of satisfaction.  
Maintain accurate records and documentation as per regulatory standards.

---

## LANGUAGES

- Arabic - Native
- English – satisfied

---

## Reference

safaa yousef sari almhirat  
Majid Al Futtaim  
+00962799195295