ALA QUDSEH

Management And Coordinator

: 0795040904

Gender: Female

≥ : ala.abdullah988@gmail.com

Marital Status: Single

: Amman, Amman, Jordan.

Nationality: Jordan

Experienced Supervisor with 6 years in HR, admissions, and customer service. Skilled in process improvement, staff supervision, and event coordination. Proven success in creating efficient office procedures and enhancing customer relations.

Adept at training and mentoring staff, with a strong background in social work and research coordination.

Possess a Bachelor's degree in sociology _ University of Jordan.

Proficient in Microsoft Office and customer relationship management. Known for strong leadership, problem-solving, and interpersonal skills.

Seeking to leverage my diverse background into the role of Assistant HR Manager and social work in our community's.



October 2017 - December 2017

Sales And Customer Service

Gamma For Instance Services

Amman, Amman

- Trained and mentored new sales staff on customer service, product knowledge, and sales techniques
- Developed a system for tracking customer preferences that resulted in improved customer service and higher sales.
- Developed an automated customer relationship management system that streamlined sales process and improved customer service satisfaction .

March 2017 -May 2017 Social Worker

Speciality Hospital

Amman, Amman

- Social worker
- Patient satisfaction.
- Follow up the patients.
- Coordinate between the other departments.

Making case study for the patient.

March 2015 -March 2017

Management And Coordinator

ISET OHISCO Amman, Amman

- Customer service
- Management and coordinator between departments and other branch.
- Contacting the universities for the admission.
- Human resources files.

August 2014 -February 2015

Coordinator

BTS Academy For Research

Amman, Amman

- Created and maintained a filing system for all office documents, resulting in improved data accuracy
- Set up and maintained a customer contact list, resulting in improved communication with customers
- Coordinated and scheduled meetings and appointments, resulting in an improved workflow and increased productivity
- Drafted and distributed meeting agendas and minutes that ensured all relevant topics were discussed
- Developed an online database to track and manage customer information, resulting in an increase in customer satisfaction

September 2018 Supervisor In The Management Department

January 2024

Manar Alsabeel Academy

Sharjah, Amman

HUMAN RESURCES (All the duties for this position)

Supervision of the accountant section.

SUPERVISOR FOR THE ADMISSIONS and registration section.

Created a database of customer records that improved customer relations and increased customer satisfaction.

Developed and implemented office policies and procedures that improved staff productivity.

Coordinated events and conferences.

Education

September 2010 Sociology - University Of Jordan

June 2014 Bachelor Of Science Amman, Amman.

***** Certificate

June 2020 Body language

February 2021 Leadership skills and excellent behaviour

April 2020 Higher Education Program for Students with Autism Disorder-

Ladon Association - King Soud University.

December 2021 Emergency first Aid at work (hand _ only CPR)

Skills

Ambition To	****	Time	****
Achieve		Management	
Goals		Proplem	****
		Solving	
Team Player	****	Fast Learner	****
With Strong		Puplic	****
Work Ethics		Speaking	
And Strong		Negotiation	****
Decision	****	Confidence	****
Making		Friendliness	****
Team	****	Respectfulness	****
Building		Research	****
Detail	****	Motivated	****
Oriented		Microsoft	****
		Office Tools	
Design Ads	$\star\star \star \diamond \diamond \diamond$	Data	***
		Analysis	



Arabic ★★★★★ English ★★★☆☆



Available on Request