

**Email**

dima.m.mousa@gmail.com

**Address**

Amman, Jordan

**Phone**

0797672950

**Date of birth**

Apr 11, 1994

**Nationality**

Jordanian

**Link**

<https://www.linkedin.com/in/demah-mousa-12ab67106>

**Skills**

HRIS

HR policies

Confidentiality

Communication

Interpersonal skills

Leadership

Teamwork

Marketing and Seles

Customer service

Microsoft office

**Languages****English**

Advanced

**Arabic**

Native

## Demah Mousa

**Human Resources officer**

Human resource filed for approximately 2 years being in a HR officer. Passion for helping others and enjoy the variety within the human resource profession.

**Experience****▪ Private tutor**

**Self employed** *California, US*

Jul 2022 - Jul 2023

**▪ Human Resources officer**

**Luminous technical university college** *Amman, Jordan*

Jul 2019 - Dec 2021

- Monitor employee working hours (delays , vacations, departures, sick leave..etc) and enter them into a system.
- Follow up the new employee and make sure that all the job requirements papers are completed and prepared for the recruitment department.
- Enter the new employee's data on MenaMe plus system.
- Preparing employment contracts.
- Assist the payroll department by providing relevant employee information (e.g. leaves of absence, sick days, and work schedules).
- preparing books for employees such as (warnings, reward, employee etc.)
- Preparing reports for executives.
- Maintain and update the HR internal database, records, and employee files.
- Oversee the health and safety of all employees. and ensure that all employees are organized and satisfied in their work environment.

**▪ Telesales and customer service**

**I 24 connect** *Amman, Jordan*

Nov 2015 - Jun 2017

- Delivering scripted talks that describe the company's products or services, or charity appeal to persuade potential customers or donors. and explaining products and product prices.
- Obtaining customer information such as name and address for shipping products or delivering services.
- Keeping track of customers that have been contacted and those who do not want to be contacted in the future.
- Ensuring that customers are satisfied with products or services.
- Listening to customers concerns and handling complaints and returns.
- Determining the quickest, most effective ways to answer a clients or customers questions.

**Education****▪ Bachelor's Business Administration**

**Amman Arab university** *Amman, Jordan*

Jul 2017 - Jun 2019

- ranked 5

**▪ Diploma Human Resource Management**

**Luminous technical university college** *Amman, Jordan*

Feb 2013 - Jun 2015