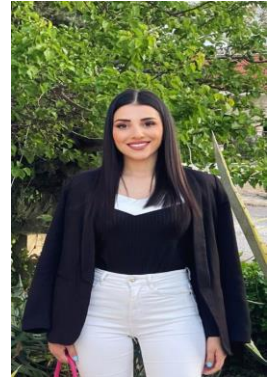


Rama Mustafa Sarsak

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Mobile Phone: +962795995096



Summary:

I am bringing to your attention my achievements, strategic thinking ability, my verbal communication skills, and positive attitude make me an effective communicator with my clients.

Likewise, I possess good computer skills including Internet, social media, email, and MS Office applications.

Thank you in advance for considering my credentials, When I have the opportunity to meet with you, I believe you will agree that you want to use my skills and competencies to accelerate earnings growth and play a significant role in ensuring your company's ongoing success.

Professional Experience:

Company: Talal Abu-Ghazaleh Org.

Firm: Recruitment

From: Feb 2023 – Present

Job Location: Amman - Jordan

Position: Recruitment Assistant Officer

Brief: coordinating hiring activities, scheduling interviews, screening resumes, and maintaining candidate databases. They assist with onboarding processes and handle administrative tasks such as drafting offer letters and preparing job ads. Additionally, they support interviewers and candidates by managing calendars and resolving issues promptly. A Recruitment Assistant plays a crucial role in ensuring efficient and organized recruitment processes within an organization.

Company: Talal Abu-Ghazaleh Org.

Firm: TagTech

From: December 2018 – 2022

Job Location: Amman - Jordan

Position: Marketing officer/ customer service team leader

Brief: My main role from 2018 to 2020 was to market our products to the Jordanian market in different cities aiming to reach the maximum audience, I also was responsible for social media marketing where I gained a lot of experience in that field through different platforms, then I was signed to be the customer service team leader, with the responsibility to upgrade my team skills, and gain a good client's feedback.

Company: Talal Abu-Ghazaleh Org.

Firm: TAX Refund

From: December 2015 – 2018

Job Location: Amman - Jordan

Position: Assistant Manager – Tax Refund System

Brief: My main role is to refund tax to travelers through system, also using MS Office. Also, my job requires skills in customer service and how to deal with complaints and to help customers with other related queries as well. I'm based in the Office of Queen Alia International Airport.

Company: Gulf Air

Firm: Aviation

From: November 2014 – Aug 2015

Job Location: Jordan - Amman

Position: Customer Service Rep

Brief: My job was to provide ticketing services to corporate offices and Individual customers, Sell traveling tickets to passengers in accordance with their requests, Book bulk tickets for package tours, and Provide tourists with travel information and ticket booking details.

Education:

- **Bachelor of Tourism Administration – University of Jordan 2014 (Grade 3.18)**

Professional Skills:

- Good spoken and written communication skills.
- Confident, tactful, and persuasive manner.
- Good 'people skills', for working with a range of colleagues and clients from different nationalities.
- Willing to work long hours, often under pressure.
- Good listener, Self-Controlled Person, Positive Thinker, Empathy, Responsible, Humor, Patient.

IT Skills: Microsoft Office (Word, Outlook, Excel, and PowerPoint), Social Media Websites.

Languages Skills:

Arabic: Mother's tongue

English: good

Other interests:

Reading, Culture, Photography, Travel.