

Arwa Salah Samha

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Location: Amman, Jordan

Portfolio: <https://folio-zone.com/Arwa-Samha>

Personal Information

- **Date of Birth:** 7 November 1988
 - **Nationality:** Jordanian
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Education

Bachelor of Sports Rehabilitation

Hashemite University, Jordan

Graduation Year: 2010

Professional Experience

Ibrahim Samha Supermarket (We Market)

Purchasing Manager & Team Supervisor | 2021-2024

- Managed procurement operations, negotiating supplier contracts to secure cost-effective deals.
- Developed strategies to optimize inventory levels, minimizing waste and boosting profitability.
- Supervised and trained employees, fostering teamwork and maintaining high performance standards.

Achievements:

- Reduced procurement costs by 15% through strategic vendor negotiations.
 - Improved inventory accuracy by 20%, reducing stock discrepancies significantly.
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Customer Data Update Project Coordinator | 2013–2021

Key Responsibilities:

- Coordinated large-scale **Customer Data Update Projects**, ensuring compliance with banking regulations.
- Streamlined operations in the **Electronic Cards Department** and **Account Maintenance Division** for improved efficiency.
- Supported the **Compliance Department** in implementing electronic data systems, reducing risks and enhancing accuracy.

Detailed Contributions:

- **Data Update Project (2013–2014):**
 - Led a project to update client information for individual and corporate customers.
 - Entered client data into the banking system and updated files with missing or required documents.
- **Cards Department (2014–2015):**
 - Issued and processed debit and credit cards, entering cardholder data into related systems.
 - Prepared financial reconciliation entries and ensured accurate input.
 - Coordinated the delivery of ready cards to branches and Aramex.
- **Accounts Operations (2015–2016):**
 - Maintained new accounts on core banking systems and updated data for existing customer accounts.
 - Closed accounts for customers upon request.
 - Handled and processed bank reservation requests issued by judicial authorities, social security, tax departments, and utility providers (water and electricity).
- **Special Projects:**
 - Led a project to close dormant accounts, ensuring regulatory compliance.
 - Collaborated with the Compliance and Operations Departments on an e-banking project to update customer information.

Achievements:

- Played a key role in successful data migration projects, improving operational workflows.
- Reduced compliance-related errors through staff training and process optimization.

FIT FIX GYM

Customer Service Representative & Sales Associate | 2011–2013

- Delivered exceptional customer service, ensuring client satisfaction and retention.
 - Promoted gym memberships and fitness programs, consistently meeting sales targets.
 - Conducted member orientations, introducing new clients to facilities and services.
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Modern Education School

School Administrator / Teacher | 2010–2011

- Contributed to student development through effective teaching methods and a supportive learning environment.
 - Assisted in curriculum implementation and conducted assessments to track academic progress.
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Technical Skills

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
 - Experienced in Customer Relationship Management (CRM) systems.
 - Skilled in data management, analysis, and reporting tools.
 - Knowledgeable in inventory management software.
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Soft Skills

- Leadership and Team Management
 - Strong Communication and Interpersonal Skills
 - Problem-Solving and Decision-Making Abilities
 - Attention to Detail and Organizational Skills
 - Adaptability and Time Management
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Languages

- **Arabic:** Native
- **English:** Mid-Level (Good in both written and verbal communication for professional environments)

Get In Touch

I'm always interested in new opportunities and connections. Feel free to reach out if you'd like to discuss potential collaborations or just want to say hello!