

# Arwa Salah Samha

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**Location:** Amman, Jordan

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

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## 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

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## 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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# Investment Bank

## 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.

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## 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)

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## 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!