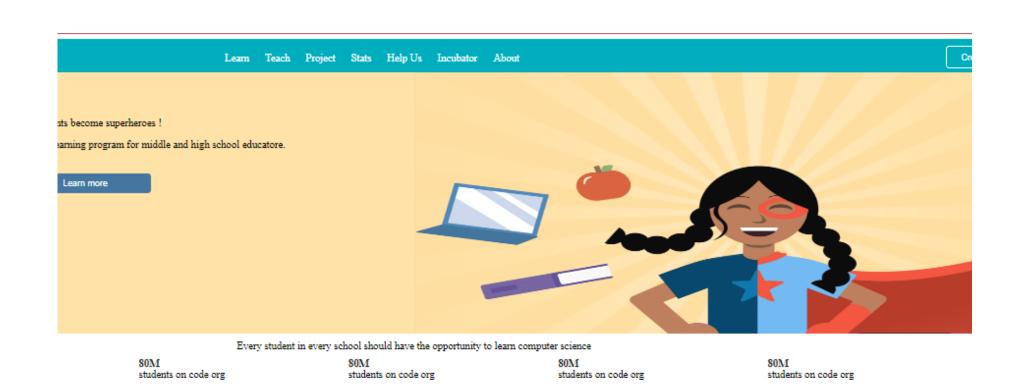
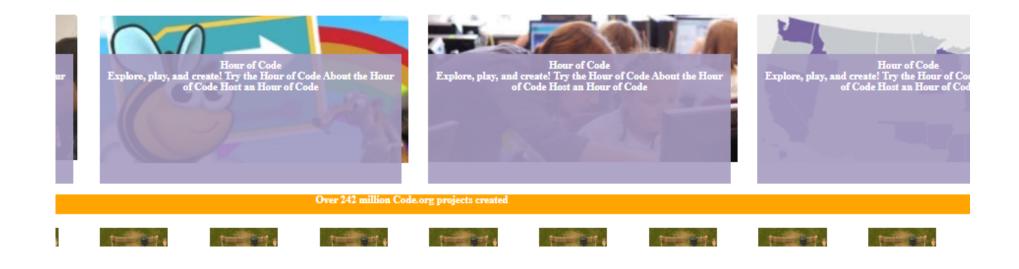
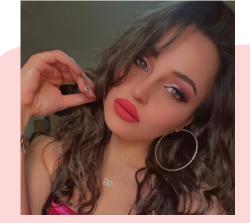




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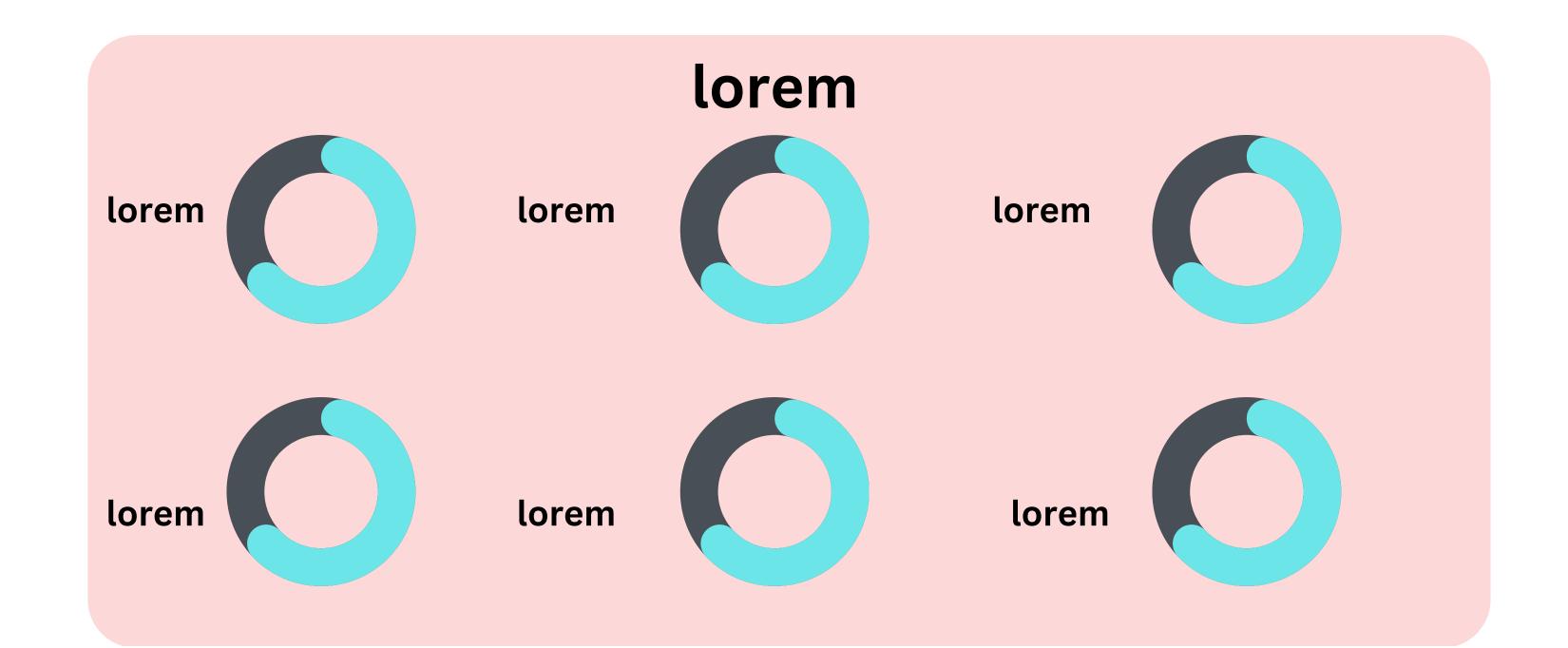
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	• QUALITY ASSURANCE & TRAINING OFFICER
	• Train, coach, and mentor staff in best practices and program quality expectations.
lorem	• Train and prepare training center coordinators and staff to mentor and teach new staff shadowing at their sites.
	• Train pre-service and policy and procedure to new staff.
	• Ensure leadership staff is trained in and complies with program objectives, performance standards, and policies, and perform staff observation and evaluations.
lakan	• Identify operational issues and suggest possible improvements.
lorem	• Provide learning and coaching opportunities to program teams, and work with supervisors to take corrective action if necessary.
	• Analyze data to assist management to determine improvement goals at each program.
	• Prepare reports and manage data as it relates to program performance, best practices, and social and emotional learning activities.
	Ensure that Quality Assurance is applied in an independent, objective, and neutral manner.
	Model and teach social and emotional skills.
	• Perform all other job responsibilities as assigned.
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lorem	E COMMEDCE CUSTOMED SERVICE DEPRESENTATIVES
COLCIII	E-COMMERCE CUSTOMER SERVICE REPRESENTATIVE
	 Manage large amounts of inbound and outbound calls in a timely manner.
1	• Follow communication "scripts" when handling different topics.
lorem	• Identify customers' needs, clarify information, research every issue, and provide solutions and/or alternatives.
	• Seize opportunities to upsell products when they arise.
	 Build sustainable relationships and engage customers by taking the extra mile.
lorem	CUSTOMER SERVICE REPRESENTATIVE
(Ol CIII	 Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
	 De-escalate situations involving dissatisfied customers, offering patient assistance and support.
1	Review customer or client accounts, providing updates and information about billing, shipping, warranties, and
lorem	other account items.
	Help to train new employees and inform them about the company's custo <mark>mer managemen</mark> t policies.
lakam	SALES AGRICULTURAL ENGINEER
lorem	• Responsible for maintaining a working partnership with commercial properties, homeowners, and property managers.
+	 Responsible for conducting inspections with the purpose of making proposals and presentations to obtain sales contracts.
lorem	Responsible for after-sales follow-up.

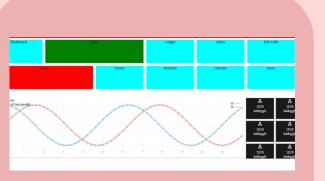
Education
BACHELOR University of Jordan / Amman,
Jordan / 2017
BA in Agricultural Engineering
HIGH SCHOOL DIPLOMA Al Salt High
School / Al Salt, Jordan / 2011

Interships
GENERATION OF PEACE UNICEF Aug 2016 - Sep 2016 / Amman, Jordan
MECI UNICEF Oct 2016 - Nov 2016 / Amman, Jordan
INJAZ INJAZ Mar 2017 - May 2017 / Amman, Jordan
LIFE SKILLS Ministry of Youth Jun 2017 - Jul 201

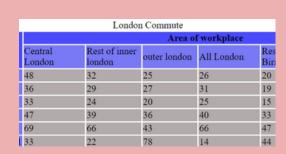




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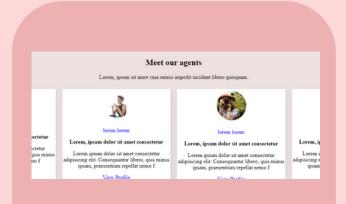
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