

Sara Abdullah Al-Afeer

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Amman – Jordan

Summary:

Dedicated customer service professional with a focus on delivering client satisfaction through proactive support and efficient issue resolution. Strong communicator skilled in-service optimization, adaptable to changing environments, and committed to feedback-driven improvement. Quick to master new tools and systems, effective in collaborative settings, and ready to contribute positively to a fast-paced, client-focused team.

Scientific Degrees:

- Bachelor's degree in business administration
Hashemite University (HU) | 2019- 2023

Working Experience:

Azraq Stars School

From February 2024 till April 2024

Position: *Math Teacher*

Duties & Responsibilities:

- Applied problem-solving and analytical skills to meet diverse needs, demonstrating attention to detail and adaptability, critical in addressing client inquiries and ensuring service quality.
- Exhibited strong time management, handling dynamic classroom requirements, a skill directly transferable to multitasking in a customer support environment.
- Encouraged engagement and maintained a positive environment, enhancing skills in client relations and satisfaction.
- Planning and presenting lessons to facilitate students' understanding and application of mathematical concepts.
- Preparing and distributing learning material such as notes, assignments, and quizzes.
- Sourcing the resources and supplies needed for lessons.
- Ensuring that the classroom remains safe and conducive to learning.
- Grading assignments and quizzes in a timely manner.
- Invigilating quizzes and final examinations.
- Documenting and reporting on students' progress.
- Attending meetings with parents and staff.

Languages:

- **Arabic:** Mother language
- **English:** Very Good

Computer Skills:

- Internet tools and Microsoft Office Batch.

Training Courses:

- Human Resource Management, EDRAK, 2024
- Customer Service Course, EDRAK, 2024
- International computer Driving license (ICDL)

Skills:

- Classroom management
- Evaluation and assessment
- Lesson planning
- Customer relationship management (CRM)

- Client interaction skills
- Customer issue resolution and troubleshooting
- Attention to detail
- Adaptability in fast-paced environments
- Multitasking in client service contexts
- Problem Solving
- Time management
- Responsibility
- Building Relations
- Critical thinking
- Data analysis
- Differentiated instruction
- Active listening
- Empathy
- Patience