



# Lana Sergio Aqel

- Date of birth: 13-04-1994
- Place of birth: Santa Maria-Brazil

## My Contact

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## Skill

- ★★★★★ Ability to Work in a Team
- ★★★★★ Ability to Multitask
- ★★★★★ Fast Learner
- ★★★★★ Communication
- ★★★★★ Customer Service
- ★★★★★☆ Microsoft Office
- ★★★★★ Internet Browsers and Apps.
- ★★★★★ Nutritional Skills

## Education Background

- February 2013 – May 2019  
*University of Jordan, Amman BSc.  
In Human Nutrition and Dietetics.*
- September 2011 – June 2012  
*Queen Rania Al-Abdallah  
Secondary School, Amman High  
School Certificate Scientific  
Stream.*

## About Me

Consumer CS Executive with a proven record in optimizing customer service operations. Skilled in leveraging technology for efficiency and enhancing overall customer satisfaction.

## Professional Experience

### \* October 2024 – Present.

Abdali Hospital- Amman

- Clinical Nutritionist and Dietician at Abdali Hospital.

### \* May 2023 – May 2024

Aramex, Amman

- Transitioning to the Live Chat team to assist customers through WhatsApp and live chat.
- Currently employed as a Consumer Customer Service Executive at Aramex.
- Responsible for tracking and resolving customer issues via email.
- Provide support to the call center team.

### \* October 2019 – January 2020

Nutritionist and Dietitian at Exer Game Youth Club gym, Amman October 2024- present

### \* April 2017 – July 2017

Sales Assistant at Dimalj Company, Amman.

### \* September 2013 – December 2015

Sales & Cashier Officer at Azadea Company.  
• Pramod, • Gymboree.

### \* October 2012 – May 2013

Sales Officer at Retail group (Al-Hokair), Amman.

## Languages

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Arabic	★★★★★ Native
English	★★★★☆ Very Good
Portuguese	★★★☆☆ Good

## Personal Qualifications

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- Self-motivated.
- Able to motivate others.
- Sociable and able to keep excellent relations with people.
- Willing to learn and develop myself.
- The ability of team working.

## Nutritional Skills

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- Keen interest in the impact of diet on health.
- Studying how diet affects metabolism.
- Educating health professionals and the public about nutrition.
- Working as part of a multidisciplinary team/supporting the work of other health care professionals.

## References

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*Available upon request.*

## Training & Courses

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October 2024- Present.

Clinical Nutritionist and Dietitian trainee at Abdali Hospita.

January 2020 – June 2021

Clinical Nutritionist trainee, NutriCenter

July -2020

Certificated of attending tranining Nutripharma course ( 12 hours )

June 2020

Certificated of attending Endocrine Disorder & Carbohydrates Counting course (Online).

Feb 2018 – May 2018

Nutritionist trainee at Specialist Hospital,Second semester training.