



Jafar Mohammad Thwahrh

Senior Customer service

📍 Amman , Jordan Amman ✉ jaffardawahreh2@gmail.com 📞 +962785351933

Education

Bachelor Degree in Surveying
Engineering and Geomatics
Al-Albayt University, Marfaq

Nov 2012 – Apr 2017

Employment

Agent support

Oct 2021 – Present

Extensya, Amman

- Giving Junior Agents the needed knowledge and technical support and ensure solving their issues.
- Update the Agents with their performance and KPIs to ensure job productivity and Client satisfaction.
- Coaching the Agents to ensure high Quality and Good performance.
- Doing the needed action regarding Agent performance and behavior if needed.
- Doing Client tasks, requests, and providing the agent any new updates.
- Escalate problematic issues regarding orders or system directly to the client and keep them updated.
- Provide the team leader and supervisor with the required reports, regarding

Customer Service Representative

Jul 2019 – Sep 2021

Extensya, Amman

- Answer all customers inquiries and provide them with the best possible service.
- Solve customer problems, ensuring customer satisfaction, and doing the needed modification, updates, Escalation to other department if needed.
- Providing the required reports to the team leader regarding urgent cases.

Assistant Surveyor

Jul 2017 – Jan 2018

Hawari Contracting Co, Amman

- Stake out points from engineering plans to the working field using total station.
- Doing the required leveling to Sections, Bases, Columns.
- Provide the supervisor with the required documents for any updates on the site.

Personal details

Date of birth

March 3rd, 1994

Place of birth

Amman

Nationality

Jordanian

Civil status

Unmarried

LinkedIn

linkedin.com/in/jafar-thawahreh-7811131a2

Skills

Microsoft office

Documentation, and Data entry

Teamwork, and Communication skills

Coding

Languages

Arabic

English