

Obadah Ishrug Laban

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SKILLS PROFILE:

- Innate leadership ability
- Multicultural background and global worldview
- Multilingual speaker
 - Native/Bilingual proficiency in English and Arabic
- Interpersonal communications and diplomatic nature
 - Effectively communicate with business and technical communities
- Knowledge in SQL and Statistical Analysis
- Knowledge in Finance and Accounting
- Adaptable to work environment
 - Breaking down complex data and identifying key information using logistical arguments
- Able to work as part of a multidisciplinary team
- Able to monitor the progress of the company's business plan

EDUCATION AND TRAINING

- Anderson University - Indiana, May 2019
MBA: International Business
- University of Jordan - Amman May 2016
Bachelor of Arts: Business Information Technology

PROFESSIONAL EXPERIENCE

January 2018- June 2019

Technical Support / Anderson University - Indiana, USA

- Hardware provisioning, imaging, troubleshooting, and software installation for all electronic types
- Troubleshooting a variety of client, mobile and cloud applications office software and the university Network
- Managed a fast-paced queue of support requests, driving all issues to resolution with a strong focus on customer satisfaction and efficient task execution

Quality Assurance / IntraSoft Middle East - Amman, Jordan

Sep 2016- Dec 2016

- Evaluate and test software using Oracle and manual test practices to verify functionality and performance according to specifications and requirements
- Responsible in presenting clients the tasks from the system, training them, obtaining feedback and completing job
- Assisted the programmers in business process (banking process) and communications with clients

Sales Officer (Sales Campaign) / KIA Motors - Amman, Jordan

April 2014- August 2014

- Part of a highly trained team assisting customers in the selection of their vehicle. With only a few months, I was able to sell 6 vehicles and assist with many others.

REFERENCES

DR. MICHAEL E. COLLETTE
E-mail: collette@anderson.edu
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Fall School of Business Interim Dean- Anderson University

Kami Deckard Manager
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Technical Support – Anderson University

Nick Henry System
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Network Administrator- Anderson University