

# MAYSARAH MAHMOUD

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Amman - Jordan

## PROFILE SUMMARY

As an MIS specialist with two years of experience in technical support, content monitoring, and customer service, I am an active interlocutor proficient in achieving goals on time. Energetic and entrepreneurial, I am passionate and creative, constantly seeking opportunities for professional growth. With strong English skills, I am highly motivated to develop my expertise further. I am confident in my ability to generate innovative ideas to advance my career. Currently seeking a challenging and fulfilling career opportunity in a supportive work environment, with prospects for ongoing professional learning and growth aligned with the progression of your company.

## WORK EXPERIENCE

### Al Balqaa for Surveying Art |Dec.2022-Present Supervisor

- Provide technical support to customers, troubleshooting issues and offering solutions via phone, email, or live chat.
- Analyze financial statements to assess the financial health and performance of clients or the organization.
- Deliver exceptional customer service by addressing inquiries, resolving complaints, and ensuring overall satisfaction.

### Extensya |Dec.2021-Nov.2022 Customer Service & Content Moderator

- Provide prompt and courteous customer support via multiple channels.
- Monitor user-generated content for compliance with guidelines.
- Resolve customer inquiries and issues effectively.Enforce content policies consistently.

### Al Balqaa for Surveying Art |Feb.2021-Nov.2021 Technical Support, Financial statement, Customer service

- Provide technical support to customers, troubleshooting issues and offering solutions via phone, email, or live chat.
- Analyze financial statements to assess the financial health and performance of clients or the organization.
- Deliver exceptional customer service by addressing inquiries, resolving complaints, and ensuring overall satisfaction.

## COURSES

- Mu'tah University: Computer Center Training Certificate February 19th to March 31st, 2019
- Market Entry Skills Planning and Setting Goal Presented by Eco Team, January 2021
- Operations Management Presented by EDRAAK, February 2022

## EDUCATION

Bachelor's Degree of Management Information Systems

Mu'tah University |GPA : 80%

2016-2020

## SKILLS

- Positive attitude and exceptional communication and networking skills .
- Successful working in a team environment ,as well as independently .
- Computer Skills (Microsoft Office Word,Excel and PowerPoint).
- Well-organised and attention to details .
- Problem solving and decision making.
- Adaptability and fast learning.
- Critical thinking and Creativity.