

# Mohammed Jamal



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## Summary

Dynamic professional with 3+ years of experience in account management and agency growth. Skilled in CRM systems and driving business success.

## Education

### BACHELOR'S DEGREE - ENGINEERING

Faculty Of Engineering Technology  
Amman, Jordan

### TAWJIHI - INDUSTRIAL

Ahmad Toqan High school  
Amman, Jordan  
Jun 2017

## Certifications

### HUMAN RESOURCES

#### MANAGEMENT TRAINING COURSE

Seedhub  
2024

### HRMS TRAINING

KayanHR  
2024

## Languages

- Arabic (Native)
- English (Excellent)

## Professional Skills

- Adobe Creative Suite
- Microsoft Office Suite
- CRM Systems
- Customer Orientation

## Personal Skills

- Determination
- Fast learner.
- Problem-solving
- Time management.
- Active Team player.

## Experience

May 2023 - Present

Bigo Live, Jordan

### ACCOUNT MANAGER

- Managed agency growth: Conducted market research in the UK to expand a live-streaming app's user base.
- Led agency meetings: Gathered insights and developed strategies to improve platform performance.
- Delivered training: Provided training to new UK-based agencies on policies and growth strategies
- Monitored performance: Analyzed reports and collaborated with agencies to drive better results.
- Expanded market reach: Focused on increasing revenue and market penetration across the UK.

Oct 2021- March 2023

CsMena, Jordan

### CUSTOMER RELATIONSHIP MANAGEMENT

- Assisted in developing new training modules that improved the onboarding process, leading to a 30% reduction in new hire training time.
- Managed a high-volume live chat system, handling an average of 60 chats per hour, with a 97% first-time resolution rate.
- Initiated and implemented a feedback system, collecting over 500 customer feedback submissions monthly.
- Collaborated with the sales team, upselling products to an average of 50 customers per day
- Played a key role in reducing customer churn by 25% through proactive account management and issue resolution

Oct 2020- May 2021

Lemon Beads Information Technology, Jordan

### GRAPHIC DESIGNER

- Produced captivating graphics, photos, and videos for Lemon Beads' social media, effectively promoting products
- Developed a cohesive content strategy aligned with marketing objectives to maintain a consistent brand image.
- Managed scheduling and publication of engaging posts, captivating the audience and driving interaction.
- Utilized social media analytics for data-driven optimizations, ensuring campaign success.