

SHAMS AD-DIN AL-HAJJAJ

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EDUCATION

Tafila Technical University

Computer Engineering Bachelor

2019 - 2024

- At university, I benefited from formal education. I was more inclined towards programming topics. I also carried out many extracurricular activities and was responsible for one of the academic committees in the department. I worked to organize activities and review lectures, and workshops in coordination with experts from outside the university, and I believe that my university experience was beneficial on both the methodological and extracurricular levels.

PROJECT

Insight Library - (Library website for blind people)

- The Project was developed as part of a personal project aimed at providing blind people with a convenient and effective experience in accessing audiobooks online. The project offers a specialized web interface designed to improve the blind user's experience, allowing them to easily interact with and control audio content using voice commands.

WORK EXPERIENCE

Extensya

Customer Service Agent

09/2023 - Present

- In my role as a Customer Service Representative, I had the honor of receiving a promotion from Tier 1 to Tier 1.5, where I specialized in the most complex after-sales service cases. I have maintained a clean record and demonstrated unwavering commitment and professionalism.
- My exceptional performance is demonstrated by consistently high customer ratings, quality department ratings, and overall work effectiveness. My relationships were and still are positive and friendly with colleagues and leaders.
- Responsibilities: - Demonstrated strong interpersonal skills in tracking down & communicating listening to their situations & issues. - Resolving customer's questions about the orders they bought. - Take proper care of customers & answer all their questions to help them. - Communicate with customers who have escalated issues to determine beneficial resolution & ensure timely follow-up.

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SKILLS

Arabic ●●●●●

English ●●●●●

- Laravel - PHP - Python - Java - JavaScript
- HTML - CSS - GitHub - MS Office - Customer Service

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- As a recent computer engineering graduate with a passion for web development and a commitment to continuous learning, I bring strong interpersonal and problem-solving skills from my customer service background. I am adaptable, a strong communicator, and a team player, ready to excel in diverse environments and contribute positively to any team.