

# Wafa Almanasrah

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## Education

**BACHELOR OF SCIENCE IN BUSINESS INFORMATICS | SEP 2022-JAN 2026| THE UNIVERSITY OF DEBRECEN**

GPA: 4.28

The Business Informatics BSc program gives expertise in economics, business, and IT.

## Skills and Certifications

- Python and IT Knowledge.
- Oracle PL/SQL.
- VBA Advanced Spreadsheets, Excel.
- HTML / CSS.
- SAS Enterprise Guide Business intelligence.
- SPSS Statistics.
- MS Office Skills.
- Zendesk.
- Operations research.
- Excellent interpersonal and communication skills.
- Problem solver.
- Networking.
- Leadership.
- [NVIDIA Fundamentals of deep learning.](#)
- [Google, Foundations: Data, Data, everywhere.](#)

## Experience

**CUSTOMER SERVICE REPRESENTATIVE | TRANSCOSMOS -RYANAIR| JUNE 2022-AUG 2023**

I've handled inquiries, complaints, and challenging situations in this job, allowing me to analyze issues and identify root causes to provide solutions. Working in a fast-paced environment has improved my time management abilities, enabling me to prioritize tasks and efficiently utilize my time, handle multiple issues simultaneously and to remain adaptable and flexible.

**SOCIAL MEDIA ENGAGEMENT SPECIALIST | ASHYAAT COMPANY | JUNE 2019 - JULY 2021**

As a Social Media Customer Support and Sales Specialist, I was responsible for responding to customer inquiries and comments across social media platforms.

**CASHIER | FARM FRESH | FEBRUARY 2018 - MAY 2019**

Maintaining accurate financial records, while providing basic customer service, answering questions, and ensuring a smooth checkout process.