

Amal Rashid

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Objective

Enthusiastic and motivated individual with a strong passion for learning. Possess a solid educational background and a willingness to learn and grow. Committed to contributing positively to a team and eager to take on new challenges.

Experience

Aug/2023 - Present

Webhelp | The Boulevard, Amman

Customer Service Advisor

- Handling customers inquiries and resolving issues through active listening and communication
- Providing assistance with products and services
- Ensuring customer satisfaction and maintaining positive relationships with customers

Oct/2021 - July/2023

Amazon | The Boulevard, Amman

ML Data Associate

- Working in a multidisciplinary and a multicultural environment
- Applying guidelines and conventions to daily work practices
- Working with speech and text data in multiple languages
- Taking the initiative of building a project that supports the team's course of work
- Developing public speaking and leadership skills in an inclusive, team-oriented environment

Role:

- Subject Matter Expert (SME): Orienting and training colleagues to enhance their performance
- Team Coordinator: Hosting refresher sessions and participating in syncs to ensure alignment between the team members
- Root Cause Analysis (RCA): Deep diving into data to observe, analyze and identify underlying causes of problems, and propose suitable solutions

Apr/2021 - Sep/2021

Queen Rania Foundation (QRF) | Dabouq, Amman

Research & Program Development Intern

- Working efficiently under pressure in a fast-paced environment
- Developing effective communication skills with stakeholders and decision-makers
- Working within an inclusive, large team to meet the larger shared objective
- Growing critical and skeptical thinking skills

Education

Oct/2017 - Mar/2021

The American University of Madaba (AUM) | Madaba, Jordan

Bachelor of Arts | English Language & Literature

Cumulative Average: 93.7%

Boot Camp

Dec/2023 - Present

Go My Code | Amman, Jordan

Full Stack Javascript Developer

To enhance my web development skills in HTML, CSS, and JavaScript. I aim to create dynamic and user-friendly web applications, leveraging my problem-solving abilities and design sensibilities. Through continuous learning and collaboration, I strive to become a well-rounded web developer, contributing to the development of innovative and impactful websites.

Skills

- Creative writing
- Long-term commitment
- Analytical & researching skills
- Effective communication skills
- Problem-solving
- E -A, A-E translation
- Computer Literacy & Internet Skills

Awards & Certifications

Customer Advocacy Award, Amazon, 2023

Star Performer Award, Amazon, 2022

Academic Excellence Award, The American University of Madaba, 2019 - 2021

IELTS Certification Band 7, The British Council, 2020

Languages

Arabic - Mother tongue

English - Advanced (C1)

References

Available upon request