

# Kholoud Khraisat

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## Personal Information ▼

- Name: Kholoud Mahmoud Abd-AL Rahman Khraisat.
- Nationality: Jordanian.
- Current Place: Amman – Jordan.

## Objective ▼

To obtain a responsible and challenging position within your company that will allow me to utilize my previous background in the field of web development, maximize my software testing and programming skills so that I have the opportunity to prove myself and contribute my skills that offer professional growth and valuable work as a web developer.

## Education ▼

- 2010 – 2015: Bachelor's Degree majoring "**Computer Engineering**", Faculty of Engineering and Technology, **University of Jordan**.

## Work Experiences / Training ▼

- **Coding Academy by Orange:** Amman –Jordan: September 2021-present.

Up until now I have learned **HTML, CSS, JavaScript, React**.

By the end of the Internship in February 2022, I will also learn **PHP, Laravel**.

In addition to the technical training, I have learned the below **soft skills**:

- Presentation skills.**
- Communication skills.**
- Time management.**
- Business model.**
- Agility principles.**

- **Ministry of communications and information technology of Jordan:** Amman – Jordan, June 2013 Technical support training for 2 months.
- **Orange Jordan: Amman – Jordan,** April 2015 –December 2015, Trainee at **ITN-Process Performance and Tools Department**, and during my training I gained the below skills:
  - Good knowledge about 2G,3G, and 4G communication techniques.
  - Working as a **fault management system administrator** (Net Boss XT system administrator).
- **Orange Jordan:** Amman – Jordan, January 2016 till April 2016: Trainee at **Service Management Center Department**:
  - E2E service Maintenance.
  - Monitoring Network Services status.
  - Preparing Weekly as well as Monthly reports of SMC Quality Of Service highlights and updates.

- Handling Customer Care Complains about Coverage, Prepaid services, Calls issues.
- Follow up social media Complains from customers.
- Analyze ADSL lines stability on monthly bases
- Preparing Monthly report about ADSL problems

➤ **NOKIA Jordan:** Amman – Jordan, March 2017 till December 2018:

- Orange Fiber Internet Project Coordinator:
  - Arrange appointments with customers.
  - Follow up the installation of the service with technical teams.
  - Assure the quality of service.
  - Handling Customer Complains.
  - Activation on AMS system.
- Call Center agent:
  - Handling Inbound/Outbound calls from customers.
  - Making Closure calls with customers to check the quality of service (Fiber internet) after installation.

#### Courses ▼

➤ <b>C++ programming</b>	<b>July</b>	<b>2010</b>
➤ <b>Java programming</b>	<b>July</b>	<b>2011</b>
➤ <b>Assembly language</b>	<b>September</b>	<b>2011</b>
➤ <b>A+ (computer maintenance)</b>	<b>March</b>	<b>2012</b>
➤ <b>MATLAB and GUI</b>	<b>April</b>	<b>2012</b>
➤ <b>Microsoft Office Package</b>	<b>May</b>	<b>2012</b>
➤ <b>Embedded systems and PIC microcontroller</b>	<b>September</b>	<b>2012</b>

#### Community Involvement ▼

- Volunteer at (Jordan Engineers Association), Electrical and computer branch.

#### Personal Skills ▼

- Organization and Communication Skills.
- Ability to work under pressure and inside a Team.
- Highly committed at work.
- Fast learner and passionate.

#### Languages ▼

- Arabic Mother tongue.
- English (writing and reading) – [Very good].

## References

Khadeejah Hamdan.

Expert Leader Trainer at Coding Academy by Orange.

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