

# Dina Nabeel Gharaibeh

Customer service agent

## EXPERIENCES

**Customer service agent** | Extensya

( 31/1/2024) - (29/3/2024) | Amman

1. Manage Inbound Calls: Handle incoming phone calls from customers, addressing their inquiries about products and services.
2. Generate Sales Leads: Identify potential sales opportunities and develop them into new customers.
3. Assess Customer Needs: Understand customer requirements and provide accurate information to achieve customer satisfaction.
4. Resolve Issues Efficiently: Troubleshoot problems, investigate complaints, and resolve emerging issues with accuracy.
5. Maintain High Service Standards: Ensure excellent service delivery, respond promptly to inquiries, and prioritize customer satisfaction.

## Education

**Yarmouk University, Irbid,**

Bachelor's degree of administrative science, 26-9-2022

## Projects

**Pet and Me:** (1/2024 - present)

Website to link pet owners and lovers with local pet shops and veterinarians



## Personal Info

**Email:**

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+962780979746

**Address:**

University street - Amman,  
Jordan

## Languages

- Arabic (Native Speaker)
- English (C1)

## Skills

- Microsoft Suit
- Web design
- Time management
- Social media management

## Interests

- Animation and creative arts
- Mixed Marial Arts

## Certificates

1. PMP: Project management proficiency by the Hope International Company  
(1/2024 - 3/2024)
2. Marketing through social media: by the Crown Prince Foundation (11/2023 - 12/2023)
3. Advanced website development: by the Crown Prince Foundation (11/2023 - 12/2023)