

# Mohammed Issa

## Contact Info:

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Amman/Jordan

## Summary

My professional journey is characterized by a strong foundation in banking and a subsequent strategic pivot into customer-centric roles. This adaptability, coupled with a keen interest in innovation, led me to explore the emerging field of AI data labeling and annotation. I am eager to leverage my diverse skill set to contribute meaningfully to the development of cutting-edge solutions that drive business growth and societal impact.

## Experience

Machine Learning Data Associate (Project) August 2023 - November 2024  
**Amazon**, Automated Speech Recognition/Artificial General Intelligence Amman, Jordan

### Key Responsibilities:

- Annotated and label audio data for training and validating speech recognition algorithms.
- Reviewed and correct transcription errors to ensure data quality for machine learning workflows.
- Monitored and report on ASR model performance, identifying areas for improvement.
- Collaborated with linguists and data scientists to address language-specific challenges in ASR systems.
- Utilized proprietary software and tools to preprocess and manage datasets efficiently.

**Subject Matter Expert** December 2021 – August 2023  
**Amazon**, Logistics Operations MENA Amman, Jordan

### Career Highlights:

Attained top-ranking chat performance during peak periods by delivering exceptional customer service on dual-language channels for Arabic and English.

### Key Responsibilities:

- Spearheaded logistics operations, streamlining delivery workflows to ensure on-time delivery.
- Optimized delivery routes and schedules, reducing operational costs while enhancing delivery team productivity.
- Developed and implemented training programs for logistics team, ensuring compliance with regulations.
- Assisted the Team Manager in performing quality audits, verifying compliance with standards and policies.
- Analyzed delivery metrics to identify inefficiencies, driving continuous process improvements across operations.
- Resolved escalated delivery issues, providing solutions to enhance customer satisfaction and operational reliability.
- Collaborated with warehouse, inventory, and third-party logistics partners to ensure supply chain coordination.
- Maintained delivery vehicles, ensuring safety standards and operational readiness at all times.

**Subject Matter Expert** June 2020 - December 2021  
**Amazon**, Customer Service Operations MENA Amman, Jordan

### Career Highlights:

Spearheaded the seamless integration of Amazon's terms and conditions into Souq's transaction processes. Achieved a smooth transition with zero significant negative impact on the customer experience, ensuring uninterrupted shopping satisfaction.

### Key Responsibilities:

- Led escalated customer interactions, ensuring swift resolution and delivering an exceptional customer experience.
- Trained and mentored new team members on customer service processes, enhancing onboarding efficiency.
- Managed multi-channel support operations (calls, emails, and chats) during peak sales seasons.
- Assisted the Team Manager in quality checks on customer interactions, ensuring adherence to service standards.
- Monitored team performance metrics, utilizing data analysis to provide actionable insights to maintain quality standards.
- Improved customer retention by implementing personalized service strategies and handling high-priority cases.
- Collaborated with cross-functional teams to align service processes with company standards.

**Co-Founder** January 2016 - June 2020  
**Tea Time Cake** - Silwan and Yafa Sweets Co. LL. Amman, Jordan

- Oversaw all aspects of business operations, strategic planning, and financial management.
- Developed and maintained strong customer relationships, leading to an increase in customer retention.

External Projects:

Freelance Resume Writing

June 2024 - Present

Entrepreneurship

Amman, Jordan

- Created 100+ ATS-compliant resumes, boosting client job application success.

Data Annotation (Remote)

April 2024 - July 2024

CNTXT

Abu Dhabi, United Arab Emirates

- Developed comprehensive training material for text and image annotation, improving data quality.
- Created and utilized scorecards to monitor and enhance the accuracy of data labeling.

Dispatcher (Remote)

January 2024 - February2024

Nebo Rides

Dallas-Texas, United States of America

- Conducted in-depth research on flight arrivals to forecast peak demand, adjusting driver schedules accordingly.
- Established tracking mechanisms to assess and refine the new workflow and driver allocation strategies.

Professional Trainings and Certificates:

- Lean Six Sigma Yellow Belt.
- Lean Six Sigma White Belt.
- Test of English for International Communication (TOEIC).
- EF Standard English Test (EF SET).
- Social Media Marketing Foundation.
- De-Escalating Conversations for Customer Service.

Key Skills:

Active Listening | Product Knowledge | Conflict Resolution | Multi-Channel Support | Problem Identification | Solution-Oriented Thinking | Decision-Making | Critical Thinking | Adaptability | Teamwork | Time Management | Organization | Stress Management | Negotiation Skills | Customer Focus | Problem-Solving | Collaboration with Cross-Functional Teams.

Education:

Bachelor's Degree, Marketing  
University of Jordan

Graduation Year: 2007  
Amman, Jordan

Languages:

Arabic: Mother Tongue.  
English: Proficient.