

LAITH KHALIL QAISIYEH

Management Information Systems

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- Zarqa, Jordan

CAREER PBJECTIVE

An intellectually curious and self-motivated Management Information Systems graduate with passion for technology seeking a meaningful role to begin my career with a progressive organization that can benefit from my technical skills and abilities where an opportunity for continuous learning and growth is available. Willingness to travel and grow through continuous personal and professional development.

EDUCATION

Bachelor of Science in Management Information Systems	Jun 2017 – Jun 2022
Irbid National University, Irbid, Jordan	

SKILLS

- ❖ Strong interpersonal and highly motivated.
- ❖ Ability to work independently and as part of a team.
- ❖ Organized and efficient.
- ❖ Communication skills.
- ❖ Project Management.
- ❖ Microsoft Windows.
- ❖ Microsoft Office (Word, Excel, PowerPoint, Outlook).
- ❖ Internet Explorer.

PRE-PROFESSIONAL EXPERIENCE

Customer Service Agent	Dec 2022 - Present
Crystal (Orange Project), Amman, Jordan	

Responsibilities:

- ❖ Always maintained a positive and professional attitude toward customers.
- ❖ Responded promptly to customer inquiries.
- ❖ Communicated with customers through various channels (Phone calls, Chat and Emails).
- ❖ Acknowledged and resolved customer complaints.
- ❖ Communicated and coordinated with the team to provide proper support as necessary.
- ❖ Ensured customer satisfaction and provided professional customer support.

Assistant Store Supervisor	Jan 2021 – Dec 2022
Talabat, Amman, Jordan	

Responsibilities:

- ❖ Receiving, processing, and organizing items and deliveries.
- ❖ Receiving and verifying the quality and quantity of new shipments.
- ❖ Receive and proceed the invoices from suppliers as per the company process and policies.
- ❖ Maintaining the highest level of visual merchandising and store conditions.
- ❖ Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.
- ❖ Check the expiry items on daily bases.
- ❖ Enforcing in-store security and health and safety procedures and regulations.
- ❖ Prepare and issue purchase orders (PO).

Cashier Supervisor
Carrefour, Amman, Jordan

Dec 2019 – Dec 2020

Responsibilities:

- ❖ Welcome customers, answer their questions and provide advice / recommendations.
- ❖ Accept payments, ensured prices and quantities are accurate and provided a receipt to customer.
- ❖ Process refunds and exchanges resolved complaints.
- ❖ Follow the procedures regarding coupons, gift cards, or the purchase of specific items.
- ❖ Resolve customer complaints, guide them, and provide relevant information.
- ❖ Track transactions on balance sheets and report any discrepancies.
- ❖ Calculate total payments received during the shift time and provided proper handover to the next shift.

Customer Service Agent
Fordeal, Amman, Jordan

Feb 2018 – Nov 2019

Responsibilities:

- ❖ Always maintained a positive and professional attitude toward customers.
- ❖ Responded promptly to customer inquiries.
- ❖ Communicated with customers through various channels (Phone calls, Chat and Emails).
- ❖ Acknowledged and resolved customer complaints.
- ❖ Communicated and coordinated with the team to provide proper support as necessary.
- ❖ Ensured customer satisfaction and provided professional customer support.

TRAININGS / COURSES

Investment Bank

Sep 2022 – Oct 2022

I have trained in the investment Bank

Ana Usharek at Irbid National University, in cooperation with USAID.

Feb 2018 – Feb 2019

- ❖ Certificate of Participation: The National Democratic Institute (NDI).
- ❖ Has fulfilled the requirements of the youth empowerment program in Jordanian universities, Ana Usharek, and is prepared to play an active role in the political and decision-making processes in Jordan.

LANGUAGES

- ❖ Arabic: Native
- ❖ English: Very Good (reading, writing, and speaking)

PERSONAL INFORMATION

Nationality: Jordan

Date of Birth: 18th April 1997

Languages: Arabic & English

Marital Status: Single