

Suad Mohammad Salem

Mobile: + 962 79 6477010

E-mail: suadsalem1997@gmail.com

Amman - Jordan

Working Experience:

Concentrix

2024

Position: *Online IOS technical support advisor*

Duties & Responsibilities:

- Responsible for handling technical support and support related questions for clients, customers, and partners.
- Responsible for ensuring call resolution in a timely manner while maintaining the highest level of quality support in every customer interaction.
- Recognize and adjust support approaches to accommodate all levels of customer's experience.

The Advanced Heart Diseases Center

2023

Position: *Secretary*

Duties & Responsibilities:

- Handling phone calls, messages, and paper correspondence.
- Maintaining electronic and paper files.
- Coordinating appointments.
- Organizing and servicing meetings.
- Managing office/clinic supplies.
- Ensure efficient office/clinic operations.
- Handling customer inquiries.
- Assist with the preparation of reports.
- Perform other administrative duties as required.
- Communication and management.

PhenoMed

2022

Position: *Executive secretary*

Duties & Responsibilities:

- Handling invoices.
- Documentation.
- Writing formal letters and bank warranties.
- Involved in the supply chain process.
- Sending faxes and emails.
- Communication and management.

Retail group

2019

Position: *sales staff*

Duties & Responsibilities:

- Worked as a floor sales staff member in the Stradivarius store.

Scientific Degrees:

2015- 2019 **Al-Balqa Applied University**
Bachelor's Degree in Nutrition and Food Processing.

2015 Graduated from **Fatima Al Zahraa** School.
" Scientific Stream "

Languages:

	Speaking	Writing	Reading
Arabic	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

Training Courses:

- Obtained a Certificate of Completion for successfully completing “**Customer Service Skills Program**” on November 16th, 2023, from 180 Degrees for Empowering People Co.
- Obtained a Certificate of Completion for successfully completing “**Diet Planning Training Course**” on August 8th, 2020, from Ideal Nutri Care Clinic.
- Obtained a Certificate of Completion for successfully completing “**Training of Inbody Body Composition Analyzer Theoretical and hands on**” on October 30th, 2019, from Arab Engineering Company.
- Obtained a Certificate of Completion for successfully completing “**Food Safety Management System (FSMS ISO 22000) Components and Applications**” on December 28th, 2019 from The Agriculture Engineers Association.
- Obtained a Certificate of Completion for successfully completing “**Diet Planning Training Course**” on April 21st, 2018 from Al-Balqa' Applied University Consultations, Studies and Training Center.

Activities:

- Volunteered as an Organizing and Logistics Volunteer in TEDxAlWeibdeh in June 2023.
- Participant in "The National campaign to change the stereotype about youth through filmmaking" with ActionAid Arab Region in 2022.
- Volunteered with UNICEF Jordan in organizing the winter market on December 2nd till December 4th, 2021.
- Volunteered with The Children's Museum Jordan and other national organizations in 2020 until 2022.

Personal Skills:

- Time management and a quick learner.
- Communication and interpersonal skills.
- Work very well independently or with a team.
- Ability to work under pressure.
- Ability to be adaptable and flexible.