

# Osama S.Melhem

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## PERSONAL DETAILS

- **Mobile:** (+962) 7 85463032
- **Email:** osamamolhim@yahoo.com
- **Nationality:** Jordanian
- **Address:** Amman, Jordan
- **Date of Birth** 08/02/1987
- **Marital Status** Married

## OBJECTIVE

- To obtain a full time position related to the Human Resources or Customers Service field.
- To get the challenging position within an organization where I could use my skills more professionally and efficiently and seek as the challenging position.

## EDUCATION

- General secondary certificate exam, Ammar Ben Yaser school {Information Management} 2005.
- Bachelor's degree in Accounting, Yarmouk University. August 2010.
- Graduation Project: The relationship between internal audit committee and internal audit.
- Professional diploma in Human Resources certificate (100 hr), (May 27<sup>th</sup>- July 9<sup>th</sup> , 2013), Lead Academy, Amman/Jordan.

## EXPERIENCES

- Working for **Middle East University (MEU)** in Human Resources department - Head of Administrative Department (Aug 15<sup>th</sup> 2018 – Sept 23<sup>rd</sup> 2018).
- Working for **Dar Al-Dawa investment co.** in Human Resources department, Human resources specialist. Experienced in Mena ITech/ Mena HR and Mena payroll, (Sept 23<sup>rd</sup>, 2012 –Aug 15<sup>th</sup> 2018).
  - Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for high-call volume department.
  - Communicate effectively with customers, managers, and co-workers through a variety of channels including email, phone, traditional mail, and through the use of various office machines.

- Completion of banking transactions for employees and follow-up with banks, and personal loans within the financial department in the company.
- Preparation and follow up of social security transactions for employees.
- Responsible for the company's health insurance contract and organize transactions for daily situations and problems.
- Daily I assist and manage staff and customer reviews of at least 50-70 person per day.

### **TRAINING**

- Employee under training in human resources at Al-Istqlal hospital (Apr 1<sup>st</sup> - Sept 20<sup>th</sup>, 2012)
- Maharat Pioneers: Irbid. Course Human Resource. (165. Hours), ( Oct 22<sup>nd</sup> - Dec 1<sup>st</sup>, 2011)
- Full time training at Jordan Islamic Bank (JIB) (Feb 1<sup>st</sup> - Apr 1<sup>st</sup>, 2011)

### **SKILLS**

- Excellent communication and inter-personal skills, combined with flexibility and problem solving abilities.
- Advocate of customer satisfaction.
- I manage to be a fast learner. I commit myself to work efficiently under pressure and as an enthusiastic team worker.
- Strong believer in the importance of personnel values, goal-setting and continuous improvement.
- Computer skills: Windows, Microsoft office, Internet.

### **LANGUAGES**

- **Arabic:** Native, Mother Language
- **English:** Very Good (reading & writing).

### **REFERENCES**

- Available upon request.