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|  | **Mohammad Yanal** Amman, Jordan | Email: mhmd200yanal@gmail.com | Phone: +962 79 915 7805 LinkedIn: linkedin.com/in/mhmd991/ | Portfolio: mhmd991.github.io/responsivePortfolio/ |

**Career Objective**

Motivated and adaptable professional with experience in customer service and a strong foundation in IT and software development. Seeking to contribute to a progressive organization where I can leverage my communication skills, problem-solving abilities, and technical knowledge to achieve organizational goals and professional growth.

**Personal Information**

Date of Birth: 19/08/1996, Gender: Male, Marital Status: Single, Nationality: Jordanian, Current Location: Amman, Jordan, Preferred Locations: Jordan, UAE, KSA

**Work Experience**

**United City — Customer Service Associate (Amman, Jordan | Aug 2023 - Present)**

• Front & Back Office Distributor & Customer Service

**Baaz Inc. — Community Support Agent (Amman, Jordan | Nov 2022 - Aug 2023)**

• Content moderation & support for end users

**Jeeny — Customer Service Agent (Amman, Jordan | Dec 2019 - Oct 2021)**

• Inbound & Outbound & tickets

**Extensya — Customer Service Agent (Part Time) (Amman, Jordan | Dec 2018 - Sep 2019)**

• Inbound & Outbound & tickets

**Education**

**Arab Open University — BSc in Information Technology & Computing (Amman, Jordan | Sep 2017 - May 2022 | GPA: 2.60)**

**Al Faisalyyah School — Tawjehi – Scientific (Riyadh, Saudi Arabia | 2013 - 2014 | Degree: 86.16%)**

**Skills & Courses**

HTML5, CSS3, Bootstrap (Udemy, 16.5 hrs) | Java Full Course (YouTube, 12 hrs, 2025) | Strong communication & teamwork abilities | Problem solving & adaptability

**Languages**

Arabic – Native | English – Good