

**Mona Ali Ahmed Ajaj**

**Nationality:** Bahraini - Date **of birth:** Feb 19th 1985 - CPR**:** 850201071

**Marital status:** Married - **Contact numbers:** 34470301-37137370

**E-mail:** muna.ali.ajaj@gmail.com

**Educational Qualifications:**

* **2008** Course in Microsoft office

Bahrain training institute

* **2000-2003** Secondary Certificates - (Commercial)

Omima Bint Al Noaman Secondary School

**Work Experience:**

* **April 2012 – May 2016**  Takatof Events & Conferences Management as Administration Manager

* **August 2010 - March 2012** E-Government – Silah Gulf (Call Centre) as Customer Care

**Representative**

* Handling the customers’ needs through the EGA website
* Use the appropriate way to communicate with the customer.

**Additional skills:**

**Interpersonal**

* + - * Fast learner and motivated
      * Ability to interface with various levels of management employee and customer.
      * Friendly and cooperative.
      * Intention to work in commercial environmental.

**Computer skills:**

* Microsoft office (word, excel and PowerPoint)

**Language:**

* Fluent in Arabic – written and spoken
* Good in English- written and spoken

**Hobbies:**

* Reading
* Shopping
* Watching Movies