



## SUMMARY

Working in dynamic and challenging environment that would allow me to implement my leadership and managerial experience and facility management to achieve optimum utilization of resources and maximum profits.  
I live in Doha and I have a valid family residency and Qatari ID. I am a flexible person and I have the skill to learn quickly.

## EDUCATION

### AL-YARMOUK UNIVERSITY

Bachelor degree  
in Journalism and Mass communication  
2013 - 2017

## SKILLS

- Attention to Detail
- Presentation skills
- Written and Spoken
- Communication Skills
- Social Media Marketing(Face Book,
- Instagram,Twitte
- Business Development
- Reliability
- Teamwork
- Discretion
- Proficient with Microsoft Office-
- Word, Excel, PowerPoint, Outlook.
- Quick Learner

## CERTIFICATIONS

- July 2017 successfully completed seminar about: Drugs, Guns and Crimes- prevention through Education.
- Participation in the first and second media forum at Yarmouk University "Training courses and workshops
- Workshop about the skills of the media spokesman at "Quartz International foundation for Training and Information".
- Workshop about Presentation skills at "Quartz International foundation for Training and Information".

## LANGUAGES

- Arabic (Fluent)
- English (very good)

## PROFESSIONAL EXPERIENCE

- Women's Medical Clinics. JAN 2021 TO FIRST APRIL 2024  
Supervisor and responsible

- Tulay Clinic (Irbid Branch). July 2018- January 2021  
Customer Service Call Center Agent  
and social media

- Represent the company at events.
- Work to monitor employees and supervise the proper progress of work
- Organizing patient appointments, interviews and meetings and prioritizing work for the clinic
- Providing advice and observations on the performance of employees
- to improve and develop the performance of the staff within the clinic
- Coordination of financial matters to obtain the lowest costs from representatives of medical and cosmetic companies for the benefit of work
- Advise patients on what they need to receive quality services
- Follow up employee leave, advances and employee financial rewards

### Certificates & Training courses

January 2015 - June 2017

Preparation and writer of news, reports and investigative journalism in Yarmouk newspaper .

Trained at yarmouk FM radio on preparing, editing and submitting newsletters and news feeds-  
2017 - 2018

The comprehensive press conference course at Petra News Agency-  
Advanced Journalists course at Petra News Agency

## REFERENCE

Available Upon Request