

Zaid Al-Shajrawi

Business Information Technology



PERSONAL INFORMATION

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Jordan - Amman

TRAINING COURSES

Cisco

- CCNA Course
- Digital Marketing with "31- Agency"
- Design Thinking Essentials for Professionals

Communication Skills

- Full responsibility to the customer and company
- Make the right appointments by telephone and in writing
- Dealing the customer's needs

LANGUAGES

- Arabic: Native
- English: intermediate

REFERENCE

All documents and references can be provided upon request



PROFESSIONAL PROFILE

I am a hardworking and dedicated person, love to explore, always have a big hunger for new knowledge, I like to inspire other people around me and get inspired by them. Optimist for life. A logical and creative thinker who enjoys learning new languages. The satisfaction of solving problems is what drives me to be a better programmer.



EDUCATION

September 2016 - August 2021

The Hashemite University

Business Information Technology

- Member of Team of Collage
- Worked in web development (front/back end)
- Good in software design: UML/Class diagram/ ER diagram
- GPA (2.93) Good

6/2022 - 10/2022

Al Hussein Technical University (HTU)

Cisco Certified Network Associate (CCNA) Certification



EXPERIENCE

March 2015 - September 2020

Mac Arabia / Amman

Maintenance officer

- Specialized in maintaining software and hardware for mobile phones, particularly iPhones.

June 2021 - September 2021

Jordan Computer Society / Amman

Junior Flutter Developer

- Proficient in developing applications using Flutter.

June 2022 - December 2024

Zain / Jordan

Consumer and marketing sales

- Currently working at the main Zarqa branch.
- Achieved the highest performance awards in Jordan every quarter since joining.
- Consistently excelled in responsibilities, leading to assignments supporting other branches in Amman and Zarqa.
- Putting and developing marketing plans for branches to increase profits.



SKILLS

- Ability to work independently and as a team member
- Ability to work in mixed nationality environment
- Ability and willingness to adapt quickly to changing circumstances
- Digital Marketing
- Confident, assertive & committed to continuous improvement
- Performance review and appraisal.
- Good planning and organizing skills
- High interpersonal skills
- High communication and negotiation skills
- Customer interaction and motivation
- Computer Maintenance / Advanced
- Problem Solving / Advanced
- Analytical Skills / Intermediate
- Microsoft office
- Sales effectiveness
- Sales processes
- Client relations
- Customer satisfaction