|  |
| --- |
| **Curriculum Vitae** |
| **Contact information**Name: Aseel Abdullah Mahmoud Abu ZerAddress: 4643 156AVE NWCell phone: +1 (780) 224-9988Email : aseel.abdullah4@gmail.com |
| **Personal information**Date of birth: September, 23, 1994Place of birth: Amman, JordanGender: FemaleMarital status: Married |
| **Objective**To obtain a full time o part time position in a respectful company that offers a professional working environment that enables me to grow while meeting the corporation’s goals. |
| **Work Experience****Zain-Jordan (2016-2022)****Customer Service and Retail Sales** * Selling Products and Services (post-paid and prepaid lines, handsets, accessories, vouchers) and all kinds of after-sales services for existing and new customers (within sales targets).
* Developing product knowledge by keeping up to date with service and product offerings as made available by ZAIN.
* Checking and reporting problems on shop look and maintenance.
* Delivering and dispatching stock and handling stock count regularly in coordination with the store’s team leader.
* Responding to customer inquiries, finding the correct answers by consulting systems, help desk, and other records.
* Assisting subscribers in maintaining/updating customer accounts, billing inquiries & collect payments.
* Managing inventory at the point of sale, ensuring secure storage and assisting in reconciliations
* Collection of payments from customers in a secure and orderly manner
* Handling issues and customer complaints, solving problems, logging complaints in the system and escalating the issues to management / Help Desk when required.
* Handling and count cash and other payments, responsible for reconciling payments against system records daily
* Insuring compliance with all applicable policies & regulatory requirements on Information Security
 |
| **Education**The Intermediate University College (2012\_present)Graphic Design |
| **Skills**Computer: Internet and familiarity with Microsoft Word, PowerPoint, and Excel.The ability to work under pressure. Enthusiastic, quick to learn with good interpersonal and organizational skills. |
| **Languages**Mother tongue:Arabic: excellent reading, writing, and conversation. Others:English: good reading, writing, and conversation.  |
| **Reference**Available upon request. |