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| **Curriculum Vitae** |
| **Contact information**  Name: Aseel Abdullah Mahmoud Abu Zer  Address: 4643 156AVE NW  Cell phone: +1 (780) 224-9988  Email : aseel.abdullah4@gmail.com |
| **Personal information**  Date of birth: September, 23, 1994  Place of birth: Amman, Jordan  Gender: Female  Marital 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. |