

Personal information :

Mobile: 00962-79-6718945

E-mail: jasmine.400@hotmail.com

Date/ place of birth: 7th of dec.1991 / Jordan.

Gender: female.

Nationality: Jordanian.

Marital status: Single.

Academic qualifications and training:

Sep 1996 - Jun 2009 General Secondary certificate - scientific / national group schools / (Jordan).

Sep 2009 – Feb 2014 Bachelor degree of Information technology – Business Information Technology /KASIT university of Jordan

Nov 2014 – Dec 2014 Quality Assurance Training / STS Specialized Technical Services (Jordan).

Feb 2016 EcoLab Food Safety Systems Certification (FSSC)

Experience:

Oct 2016 – June 2018 First Pet Veterinary Clinic and Grooming – Front Office Manger (Jordan)

Duties

Office: ensure that daily operations run smoothly in the clinic, monitor stock/ place orders /receive orders /bill vendors, Tracking accounts, Maintains the practice philosophy or procedures to ensure providing best quality service, organizing and managing multiple social media accounts, schedule for hospital maintenance activities.

Clients: answer calls or emails or Messages for (appointments, questions, complains), Billing customers, complete follow up's reminders, prepare traveling procedures, send to clients needed reports, update of veterinary records and files. over-the-counter selling and Explaining of veterinary Products, Interview owners of animal patients new to obtain identifying information, promotes a client-centered environment and facilitates programs and processes that meet client needs. Facilitates resolution of client problems that doctors or other staff members cannot finalize.

Employee: schedule vets and groomers appointments, Scheduling employee shifts, managing employees, Training new employees, interviewing potential employees, managing payroll and Pre-paid holidays, provide human resource services, make informal recommendations to the veterinary practice manager or owner concerning such personnel matters as staffing needs, advancement, re-assignments
enthusiasm and willingness to perform as necessary to help the practice function as a unit.

Dec 2015 – June 2015 Dairy Queen – Cake Section Manager and Cake Decorator (Jordan).

Duties Prepare and decorate cake products; special orders and walk-in, Conducts sampling and actively sells products, train new employees, Assist in the success of the restaurant by ensuring guest satisfaction through adhering to standards for quality, value, service and cleanliness. Maintain a positive working relationship with all restaurant employees and customers to foster and promote a cooperative and pleasant working climate. Communicate all significant issues, both positive and negative, with management staff.

May 2015 – June 2015 Aramex – Contact Center Executive (Jordan).

Duties: handling incoming calls , Resolve standard customers requests and route issues that require follow-up to Customer service Team, Communicates customer inquiries/messages/feedback to teams and sales owners ,Provide satisfactory service to customers.

Mar 2015(freelance) Ipsos for Global Market Research - Translator (Jordan).

Duties: translate audio Arabic files into documented English.

Mar 2010 (freelance) Baker and Sweets Decorator .(Jordan).

Skills:

Languages Known: Arabic (Native), English (Fluent).

Basic : OS (Windows, Android) / Microsoft Office / PhotoShop(PS).