

Curriculum Vitae

Sura Ghazi Haddad

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Personal statement

A highly motivated and driven with more than 15 years of experience in top level business environments. Confident with a proven track record for first class business administration and finance control. A broad knowledge of a wide range of business and financial practices. An excellent communicator with a can-do approach to problem solving and resolution. Extremely meticulous with an eye for detail and positive outlook in often complex business landscapes.

Core skills:

- Business Development
- Operation Management.
- People Management.
- Confident communicator, negotiator and decision maker.
- Proven financial planner
- Broad knowledge of financial management and client expectation
- Technically competent with extensive experience in a variety of software systems and databases

Education

2010 - 2012 : Master degree in Business Administration at the NEWYORK University,
INSTITUTE OF TECHNOLOGY (NYIT University)

1995 –1999 : BSc Degree in Finance Banking Science – Al-Albait University.

1994/1995 : General secondary certificate (Tawjihi) – scientific branch.

Employment History

May 2016 – Aug 2017	Al Basha Light Food Company. General Manager	Amman, Jordan
<p>This company owns restaurants and cafes in many sites in Amman, and has distributorship for the Italian Coffee brands Cerutti and Pitti.</p> <p>Restaurants and Cafes are as following:</p> <ol style="list-style-type: none">1. Cerutti café. (2 Branches- Macca and Taj Malls)2. Choconut Lounge café3. Pitti café <p>Main Responsibilities:</p> <ol style="list-style-type: none">1. Make sure to follow the Food and Drug Administration instructions.2. Setup the policy and procedures for the company.3. Marketing Plan.4. Setup the incentive scheme for the staff based on their performance.5. Control the expenses.6. Placing the orders from suppliers for Cerutti and Pitti Coffee in Italy and other related products, and follow up until it reach to our stores.7. Local purchases.8. Setup the food and drinks menus for cafes, and the staff uniforms.9. Measure the customer's satisfaction.		
Jan 2011 – April 2016	Al Tharaa Businessmen Service. Partner	Amman, Jordan
<ol style="list-style-type: none">1. Visa: issue visas for all Arab nationalities2. Investment: in Jordan and Europe3. Residence: for the Arab nationalities in Jordan For all Arab nationalities including Jordanian in Europe4. Event management.5. Advertisement: newspaper, electronic newspaper6. Handling all the financial issues7. Working as median in many deals, beside other services.		
Feb 2006– Aug 2009	Jordan Kuwait Bank Bank Guarantee Department	Amman, Jordan
<ol style="list-style-type: none">1. Issuing of the bank guarantees, extending and cancelling of them, increasing and decreasing of the bank guarantee value, and following up the whole processes and instructions that are connected to the guarantee.2. Customer service department3. Bank transfers: including local transfers (RTGS), and international ones through the correspondence banks.4. Foreign bill collection: depositing of the foreign bills and making the appropriate communications with the correspondence banks and cashing them after getting		

the agreement from the correspondence banks.
5. Issuing the accepted - cashing cheque.
6. Opening accounts for bank clients.
7. Marketing for bank credit cards such as (Revolving Visa, Master card and Smart card).
8. Collecting department.
9. Scheduling of the bills remitted for collecting in portfolios and collecting them due to clients and bills dates then making the reconciliation in monthly basis.
- Worked in Teller position for three months.

2001 – 2005

New Vision for Water Filtration (R O systems).
Sales Manager

Amman, Jordan

In Sales department I was responsible for the following activities:

1. Telemarketing section.
2. Sales representatives section: at which the sales actions take place according to the telemarketing section feedback.
3. Follow up section: at which the studying and the analysis of the efficiency of the products introducing, the sales results and the customer satisfaction measures take places.

In Maintenance department:

Arranging the appointment to the customers for the maintenance according to the system daily report and availability of maintenance technicians, and spare parts requirements.

Personal Data

Date and Place of Birth: Jan. 7th, 1978, Al Mafraq, Jordan

Nationality: Jordanian

Marital Status: Married

Languages

Arabic: Native

English: Very good

References

Available upon request.