

Luma Abu Saif

Economics Graduate

I wish to start a new career that will help me in my goals while enables me to apply and develop my skills. I believe that I can be a valuable asset to the company by achieving a quality performance while giving me the opportunity of obtaining immeasurable experience.

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Amman, Jordan

EDUCATION

Economics

The Hashemite University

09/2015 - 06/2019

Selected Courses

- Research Methods in Economics
- Islam and Modernity
- Economic Development
- Education Economics

Skills

Microsoft Office

EViews

UNIVERSITY PROJECTS

Women Empowerment

The impact of Women Empowerment on
Economic Development and its connection
with the Sustainable Development Goals.

WORK EXPERIENCE

Customer service - Technical support

Dada Group / Amman / Aug 2022 – oct 2022

Electronics store

Achievements/Tasks

- Provide basic technical support to customers in solving minor problems appearing on large home appliances such as refrigerators, washing machines, etc.
- Handle daily calls, with duties including answer all the customer's questions about branches, merchandise, prices, etc.
- Recording maintenance requests for customers who must be visited by the technical team.
- Answering all customer's questions that come through social networking sites.

HR Assistant

Leader's center / Amman / Dec 2021 - May 2022

Electronics store

Achievements/Tasks

- Reviewing the fingerprints of the showrooms and management departments on a daily basis according to the fingerprint system and make a monthly report of the fingerprints of employees and send it to the internal auditor.
- Give penalties to employees who are repeatedly late for the official working hours and for employees who are not bound by the company's internal law.
- Follow up leaves and vacations on SSP system and give the necessary approvals.
- Write an official letter and/or HR announcements (transport employees, holidays...etc.)
- Check insurance invoices of new employees and add them on SAP system, vice versa when they resigned to send the letters to insurance.
- Adding new employees on SAP with opening new manual file for their full needed documents.
- Evaluating employees according to their direct manager.

After Sales

Leader's center / Amman / Sep 2020 - Dec 2021

Electronics store

Achievements/Tasks

- Managing outgoing and incoming calls from different customers.
- Tracking orders and ensuring the delivery of the items.
- Creating delivery schedules of products and managing the truck's timetable.
- Coordinating the delivery of items from suppliers to customers through SAP system.
- Keeping the balance of electronics in stock.
- Follow-up drivers and verify the collection of funds from customers.
- Follow up on suppliers and ensure that goods delivered to customers and ensure that they deliver invoices to the Finance Department.

Internship

Customer Relations

IKEA / Amman / Aug 2019 – Oct 2019

IKEA is a Swedish-founded multinational group that designs and sells ready-to-assemble furniture, kitchen appliances and home products, among other useful goods and occasionally home services.

Achievements/Tasks

- Department of Exchanges and Returns (Solve customers' problems and make them satisfied).
- Department of Checkouts

Researcher

ARAB RENAISSANCE FOR DEMOCRACY AND DEVELOPMENT(ARDD) / Amman / May 2019 – Jul 2019

Non-Governmental Organization

Achievements/Tasks

- Applying and comprehending different qualitative research methods.
- Review of literature and desk research.
- Interviewing relevant persons: experts and stakeholders.
- Capacity assessments through field visits to community-based organizations and refugee communities in Mafraq, Sarhan and Ramtha.
- Gathering data and participating in focus group discussions.
- Organizing of workshops and conferences.
- Note taking and reporting on events.

LANGUAGES

English

Professional Working Proficiency

Arabic

Native or Bilingual Proficiency

INTERESTS

Gender Equality

Human Rights

Volunteering

Research

Traveling