

Jawaher Albaddawi

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

Education

Bachelor's Degree In Business Information Technology University of Jordan /Amman / From February 2016 to June 2020

Graduation Project

Electronic jobs portal- KHBRATI The project is developing as online portal for recruitment services as a web application online service opening through internet browsers that supported by Web2.0 feature, and this system could be run in any time or any place if internet connection is available programming language : PHP , HTML , CSS , JQuery and MySQL

Work experiences

- **Data Entry** UNICEF Amman / March 2020

Call Center Customer Service Representative UNICEF Amman / March 2020

Educated customers how to use company systems, complete forms and obtain desired services.

Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.

- **Training as Technical Support** Jordan Aviation Company Amman / January 2019

Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Maintained and updated customer service database.

Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff.

Installed, **modified** and repaired software and hardware to resolve technical issues.

Activated accounts for clients interested in new services.

Resolved issues with systems, hardware and telephones quickly and accurately.

Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.

Training Course

- Soft skills for Data analytics from Education for Employment EFEJo Dec.2020

For candidate info please contact:

Mohammad Al-Qadi

Corporate Engagement
Coordinator

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Jordan - Amman

Date of birth 30/12/1997

Jordanian

Single

Languages

Arabic



English



Work experience

Specialist in Social Media Social Media Amman / March 2018 Increased customer engagement through social media.

Improved page content, keyword relevancy, and branding to achieve search engine optimization goals.

Posted new content for products and services when managing marketing and release calendars.

Created social media content with consistent content and tone.

Strategized social media campaigns for clients, helping to meet goals and reach untapped potential customers.

Tracked innovations in social media and worked with key functional groups to adopt emerging technology.

Wrote social media content to increase engagement with customers.

Maintained company's social media presence by posting messages, answering posts and monitoring responses.

Assisted public relations team with coordination and distribution of emergency communications and press releases when necessary.

- **Web Designer** Freelancer Amman / January 2018

Enhanced functionality and appearance of website and repaired functionality issues.

Created wireframes, screen-**flow** diagrams and UI spec documentation. Designed images, icons, banners and audio enhancements.

Worked closely with social media team on WordPress blogs and social media marketing.

Chose domain names, completed registrations and maintained website and web hosting account.

Produced sample sites and received feedback about draft sites.

Designed user interface to meet client **specifications** and content management system.

Defined and demonstrated best in class user experiences that **reflected** company Information Technology standards.

Monitored social media and online sources for industry trends.

Certifications And Courses

Digital marketing / 2019

Programming project management mechanisms /2020

Technical intelligence / 2019

Python / 2020

Data Analyst

basic from EFE

jo .2020

Cyber securit2020

Digital safety2020

TOT2018

Data science and machine learning Basic 2019



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Skills

Individual, skilled in problem solving.

Strong Communication Skills

Motivated and hardworking

Responsible, efficient with an excellent work ethics.

Learn Quickly

Proven ability to work under pressured environment with less supervision

Flexibility in working conditions.

Customer support and assistance

Teamwork

MS office

Quality assurance

Sales

Basic IT support

Excellent customer service skills