

Rasha Jarrar

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Summary

A customer service with 10 years of experience providing excellent customer service, communicating with customers, solving the customer's problems, and taking the work at various levels.

Experiences

❖ **Reflect Support Officer-call center -customer service/senior - Arab bank** 20/3/2016-7/8/2024.

Duties:

- Obtains client information by answering telephone calls/emails/WhatsApp (chatbot) and verifying information. Informs clients by explaining procedure, answering questions, and providing information.
- Establishes policies by entering client information.
- Determines eligibility by comparing client information to requirement. • Updates job knowledge by studying new product descriptions, participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

❖ **Operation Supervisor -call center- Mobily Telecom Project** 1/12/2013-27/5/2015 •

Duties:

- Lead the training of new customer service representatives.
- Do reviews and evaluation of team members.
- Offering suggestions and improvements to establish customer care policies and procedures.
- Serving as the final destination for customers who seek an answer to issues.
- Analyze statistics and compile accurate reports.
- Control resources and utilize assets to achieve qualitative and quantities' targets.
- Maintain an orderly workflow according to priorities.
- Communication between all sections, operations, workforce management, HR & IT department
- Involve in incentive and appraisal.
- Work closely with the HR department to hire the right employees.

❖ **Call Center Agent - WI Tribe/Qtel telecom Company** 1/4/2012-16/12/2012

Duties:

- Obtains client information by answering telephone calls and verifying information.
- Inform clients by explaining procedure, answering questions, and providing information.
- Establishes policies by entering client information.
- Determines eligibility by comparing client information to requirement.
- Updates job knowledge by studying new product descriptions, participating in educational opportunities.

❖ **Accomplishes sales and organization mission by completing related results as needed**

Catering officer-Jordan Aviation 9/8/2009-8/12/2011

Duties:

- Plan menus for each flight.
- Specific dietary requests are reviewed and placed in the order.

- Make sure procedures for food safety are followed by all retail food service organization and are watches closely in the airline food service industry.
- Maintain a network of food suppliers to meet the cost-cutting.

Education

- Master's degree of Smart Business (BI) - Israa University 2023-2025
Some subjects of the study (E-commerce/network/Cyber Security)
Thesis: the impact of chatbots on customer service performance in Jordan Telecommunication Companies
- Bachelor's degree of clinical nutrition and dietetics Hashemite university 2002-2006

Certificates

- ICDL Course Certified.
- PMP course Project Management Professional .

Skills

Hard skills

- Computer
- Project management
- Data entry
- Analytical
- Excellent in using statistics and insights to make strategic decisions.
- Microsoft office (Excel, PowerPoint, Word, Access) excellent

Soft skills

- Communication
- Time management
- Organizational
- Problem solving
- Planning
- Decision making
- Multitasking
- Customer service

Languages

- Arabic
- English