

HASAN GHANAYEM

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## **Professional Summary**

Dedicated and adaptable professional with over 8 years of extensive experience spanning customer service, engineering, logistics, and team leadership. Proven expertise in optimizing operations, mentoring teams, and driving continuous improvement. Demonstrates a results-driven mindset, ensuring excellence in meeting key performance metrics, and excelling in dynamic and high-pressure environments.

## **Skills**

- Team Management & Leadership
- Operational Planning & Process Improvement
- Logistics Coordination & Performance Metrics
- Data Analysis & Reporting
- Stakeholder Communication & Collaboration
- Training, Mentoring, and Onboarding
- Problem-Solving & Decision-Making
- Bilingual: Arabic & English (Fluent)
- Proficient in Salesforce, Microsoft Office Suite, and logistics tools

## **Work Experience**

### **Field Supervisor**

National Alliance against Hunger and Malnutrition (NAJMAH) | Oct 2020 – Jul 2021 | Jordan,  
On-site

- Supervised daily operations for a workforce of over 200 participants and 70 business owners in a large-scale employment training project. Funded by WFP.
- Conducted comprehensive onboarding sessions, ensuring seamless integration and adherence to training plans.
- Managed logistics for training materials, supply distribution, and operational timelines, ensuring adherence to budgets and schedules.

- Developed and executed life skills and professional training programs, fostering employability and productivity.
- Collaborated with stakeholders to monitor progress, troubleshoot issues, and ensure a high success rate, achieving an 85% post-training employment rate.
- Created detailed performance and operational reports, offering actionable insights for future projects.

## **Event Assistant**

JoWomenomics | Sep 2021 – Nov 2021 | Amman, Jordan, On-site

- Assisted in planning and executing the FICRI (Feminist Integral Center for Research and Innovation) project, managing logistics for event venues and participant journeys.
- Screened applications, conducted interviews, and maintained participant records, ensuring a smooth onboarding process.
- Oversaw event stages and logistics during execution, maintaining high standards of coordination and problem-solving.
- Provided post-event support to participants, ensuring follow-through on tasks and report submissions.
- Coordinated with the operations manager and stakeholders to optimize event outcomes, earning commendations for organizational excellence.

## **Field Supervisor**

National Alliance against Hunger and Malnutrition (NAJMAH) | Jan 2018 – Jan 2020 | Amman & Zarqa, Jordan, On-site

- Spearheaded maintenance and rehabilitation projects for 145 government schools, managing a team of 80 trainees per day.
- Conducted building evaluations and defect analyses, creating actionable maintenance plans aligned with project budgets. Funded by WFP.
- Delivered hands-on training to trainees in diverse skills, including painting, carpentry, electrical work, and agriculture, boosting their technical competencies.
- Ensured efficient material supply, storage, and usage, achieving a minimal loss rate of 5% over two years.
- Achieved stakeholder satisfaction by transforming schools into safer and more welcoming environments.

- Documented project outcomes through detailed reports, including visual records, to support future initiatives.

### **Customer Service coordinator**

Concentrix | Jul 2023 – Present | Amman, Jordan, Remote

- Manage high-volume inquiries across multiple channels, leveraging CRM tools to enhance customer satisfaction.
- Monitor team performance and provide coaching to maintain high productivity and morale.
- Develop strategic solutions based on feedback and performance metrics, enhancing service quality.

### **Customer Service coordinator**

Extensya | Oct 2022 – Jul 2023 | Amman, Jordan, On-site

- Delivered efficient customer support, achieving high satisfaction rates and resolving complex issues.
- Recognized as a "Wow Call Achiever" multiple times for exemplary service.

### **Executive Engineer**

Al-Zobiya and Al-Hamarna for Construction | Dec 2021 – Jun 2022 | Amman, Jordan, On-site

- Managed construction of a 6-floor commercial building, overseeing materials management and stakeholder communication.

### **Education**

#### **Bachelor of Civil Engineering**

Al Albayt University | Graduated: Jul 2016

### **Languages**

- Arabic: Native. English: Fluent.