

ESRA'A IBRAHIM AI NAJJAR



Personal Information

Nationality : Jordanian

Birthdate : 21 June 1988

Gender : Female

Address : ABUDHABI /ALKHALDEYA

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Email : esraa_1234uni@hotmail.com

Marital status: Married

Objective

Work in a challenging environment in a business company or organization, where I can utilize my capabilities to advance in my career. I am self-motivated, ambitious and eager to learn. I'm a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility and work independently. At the same time, I can work well in teams. Looking for both personal and professional growth makes me capable of working confidently under pressure. Being bilingual gives me the chance to function efficiently in both English and Arabic. My background and growing up experience has given me a deep insight in the culture and society together with a wider scope in the world of business.

My Career Objective epitomize in:

1. To achieve self-satisfaction of doing a good job that reaches the job's recommendations.
2. To be experienced in dealing with people and work professionally.
3. To get more skills those are needed to a future and which will help in passing the path of success.

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Education

AL Zaytoonah university of Jordan.

Bachelor >>English Translation.

2007 - 2011

Ashabl Al Quds School.

A Scientific Stream.

2006 - 2007

Work Experiences

ABU DHABI GLOBAL MARKET

13-01-2019 to 05-08-2020

As Team Assistant-Administrative services and logistic section.

Responsibilities:

- Effectively provide professional administration support to the Leaders/Managers/Department, as necessary.
- Responsible for managing diaries, organizing internal/external meetings, organizing events, booking travel, hotels, and couriers.
- Administer and minute key meetings, including the management of meetings rooms.
- Manage all stationary requirements and ensure the department is adequately catered for.
- Assist in maintaining and uploading content to the department's intranet.
- Create and maintain any filing and database systems, carrying out regular reviews to ensure the accuracy and efficiency of these.
- Plan and manage logistics, the warehouse, transportation, and customer services.
- Liaise and negotiate with key players such as suppliers, manufacturers, vendors, and customers.
- Track quality, quantity, stock, transport costs, delivery timelines, and productivity.
- Staying on budget, increase productivity, hone accuracy, and adhere to safety standards.
- Coordinate skills to oversee warehouse, catalog goods, and shipments.
- Providing corporate rates prices for the company's employees from variety company's fields.
- Provides stationary for our departments.
- Arranging driver's schedules to the employees by date and time to pick them from place to another.

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- **Dealing with special system to provide gate passes for the events materials and invited companies.**

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ME SERVICES LLC. UAE-Abu Dhabi

14-2-2016 to 26-7-2018

As Call Centre Supervisor & Translator

Responsibilities:

- **Manages the call center's team of agents.**
- **Circulates the room periodically every day to listen to conversations and provide instructions.**
- **Remains available at all times for agents' questions and concerns.**
- **Handles calls from customers who wish to speak to a supervisor for whatever reason.**
- **Monitors numbers of calls that agents handle each hour to ensure each agent is taking the required number of calls.**

Checks the wait time for customers on hold to make sure they are not waiting unreasonable lengths of time.

- **Informs management when wait times consistently remain too long so that management may consider hiring additional employees to prevent customers from hanging up and calling a competitor.**
- **Reviews all call reports.**
- **Maintains call agent attendance records.**
- **Trains new call center agents.**
- **Meets with management to report the progress of the call agent team.**
- **Provides helpful feedback and positive communication to motivate call agents.**
- **Runs regular staff meetings with the call agent team.**
- **Keeps up with industry news.**
- **Trains call agents on new computer or telephone equipment as well as new products and services offered by the company.**
- **Communicates any company policy and procedure changes to call agents.**
- **Maintains any certifications the company requires of supervisors through continuing education or advanced training.**
- **Working With Taresh Service (Muroor Service) arranging cars insurance, for renewing vehicles car by take appointments from customers.**

- **Reads through or listens to material in one language, ascertains understanding of the meaning and context of that material, and converts it into a second language, making sure to preserve the original meaning**
- **Translates online, video, and television media by providing subtitles**
- **Translates a variety of documents including literary, legal, research, technical, scientific, educational, and commercial materials**

Property Shop Investment LLC_ UAE –Abu Dhabi

As Quality Assurance.

30-9-2015 to 11-2-2016

Responsibilities:

FEEDBACK CALLS

12 HOURS RESPONSE

GOALS:

- Protecting the Department's team members efforts
- Insuring PSI Team is highly dynamic and organized
- Increase resources efficiency and closing ratio
- Increase the financial revenue of the team members and company Set up the rewards and cuts strategy

SCOPE: Meeting every client's expectations.

HOW: Tactics:

- Ensure the client was contacted by the agent within 12 hours from the inquiry date
- Ensure the client's inquiry was fulfilled by assigned PSI agent
- Collect client's overall feedback about the assigned agent and PSI
- In case of negative feedback, implement an active response by reassigning immediately to another agent.¹
- Identify common negative feedback or critical behavior and inform Management for evaluation immediately
- Implement a structured process with the Agent and Line Manager immediately
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AL-Jazeera travel and tourism – Jordan

1-2-2012 TILL 28-3-2014

As Customer Service & Reservation officer.

Responsibilities :

- Analyze all guest and travel agent requirements through telephone and emails and recommend suitable options for all customers and assist to confirm all reservation.
- Ensure all incoming calls with courtesy and ensure efficient resolution of all guest inquiries for various hotel services and operations.
- Assist to make all room reservations and ensure maximize room revenue for all and ensure all reservation detail update on all computers within required operating procedures.
- Assist to book and block all rooms according to required standards and manage all special reservations and monitor all reservations and discounts.
- Manage all mails from guests and ensure response and completion of all guest requests and evaluate all reservation logbooks and provide update on everyday basis.

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- Ensure compliance to all security and safety standards on everyday basis and ensure optimal utilization of all resort software systems and maintain knowledge on all room types and its availability.

AL-Malak Office for translation – Jordan 1-5-2008 TILL 30 -4-2009

As Translator officer.

Responsibilities :

- Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another.
- Translate foreign languages for clients in prison so they can understand prison officials.
- Relay concepts and ideas between languages.
- Receive and submit assignments electronically.
- Use dictionaries and glossaries for reference.

Training & Courses

- Course on PRE-TOEFL & TOEFL Preparation Program – UAE Center. 2005
- Course on Sessions of the achievement of the economic opportunities for Jordanian youth Al-Zaytoonah University. 2011
- Course on interactive methods of teaching Grammars Al Ra'y School. 2013

Skills

computer skills

- Microsoft Office : (excel , power point , access , word
- Using Internet.

Other skills

- Able to extensively work for long periods under hard working circumstances.
- Communication and interpersonal skills.
- Having the ability to work within a group, and strongly sustain a team spirit.
- Leadership personality with very attractive characteristics.
- Excellent communication skills and unique negotiation capabilities.
- Extraordinarily able to learn and grasp in any computer-related subject in a fairly short time.
- Time management.
- Goals orientated
- Ability to grasp concepts quickly
- Experience of managing multiple projects to tight deadlines
- Attention to detail

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- **Able to help customers find what they want.**
- **A Strong logical and reasoning abilities**
- **Speaking to decision makers within defined business sector**
- **Knowledge of various scientific methods for problem solving**
- **Strong designing skills**
- **Ability to work in complex environments.**
- **Able to read the source material and *understand it*. It's not simply word in, word out.**
- **Knowing the meaning and point of passages is essential.**
- **Able to look things up. Not just words in a dictionary, but concepts, local information for target and source texts**

Areas of expertise

- **Expertise in translate News, Books, Stories and researches.**
- **Expertise in Customer Service.**
- **Expertise in Telephone Manner.**
- **Expertise in Sales.**
- **Expertise in Reservation.**
- **Expertise in Coordinator.**

Languages

- **Fluent in Arabic spoken and written.**
- **Fluent in English spoken and written.**

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