**Enass Alhwarat**

Location: Amman, Jordan

Education : Bachelor's degree, Business Administration

|  |  |
| --- | --- |
| **CONTACT** |  |
| Location: | Amman, Jordan |
| Name: | Enass Mousa Alhwarat  |
| Mobile Phone: | +962.776643140 |
| Country: | Amman, Jordan |
| Email Address: | enassalabadi639@gmail.com |

Experience: 2 Years, 5 Months

**TARGET JOB**

Target Job Title: human resources manager

Career Level: Fresh Graduate

Target Job Location: Jordan

Notice Period: Immediately

# PERSONAL INFORMATION

Date of Birth 12 June 2002 (Age: 22)

Gender Female

Nationality Jordan

Additional Nationalities Jordan

Residence Country Amman, Jordan

Visa Status Citizen

Name in Arabicإيناس الحوارات

Marital Status Single

Number of Dependents 0

Driving Licence Issued From Jordan

# EXPERIENCE (2 YEARS, 5 MONTHS)

January 2024 - August 2024 **call center lead** at Laren Plaza Hotel

**Location:** Amman, Jordan

**Company Industry:** Business Support Services

**Job Role:** Customer Service and Call Center

April 2022 - December 2023 **customer service and call center** at umniah - Jordan

**Location:** Amman, Jordan

**Company Industry:** Telecommunications

**Job Role:** Customer Service and Call Center

# EDUCATION

**Bachelor's degree, Business Administration** at Al-Balqa` Applied University

**Location:** Balqa, Jordan

January 2025

**Grade:** 3 out of 4

# SPECIALTIES

**Finance**

**Marketing**

**Analysis**

**Human Behavior**

**Management SKILLS**

|  |  |
| --- | --- |
| **organiz** | **Critical thinking** |
|  |

|  |  |
| --- | --- |
| **Time Management** | **Teamwork** |
| **Team Leadership** | **multitask** |
| **Office Work** | **Strategic planning** |
| **Customer Service** **Problem Solving****Creative****Microsoft Office****LANGUAGES** | **Management****Flexibility****Marketing** |
| **Arabic****Level:** (Native)  | **English****Level:** (Intermediate) |

# TRAINING AND CERTIFICATIONS

# Training of trainers -TOT (Certificate)

**Issued in:** September 2024

# customer service: key account management (Certificate)

**Issued in:** September 2024

# Operations Management (Certificate)

**Issued in:** September 2024

# Project management and feasibility study (Certificate)

**Issued in:** July 2024

# Green digital skills foundations (Certificate)

**Issued in:** July 2024

# HR Management (Certificate)

**Issued in:** September 2024

# quality management system (Certificate)

**Issued in:** September 2024