



Jihan Ahel

SUMMARY

Jihan is a professional translator, administrative and virtual assistant, and social media manager. she is seeking a challenging position in a reputable company or a consulting field that gives her the opportunity to utilize her various acquired skills and increases her knowledge and her practical experience. In addition, Jihan is knowledgeable and skilful in her domain and is always eager to improve her capabilities. Moreover, Jihan has a good command of many languages: Arabic, English and French and She has been working with multilingual clients and has gained their trust and confidence.

ACADIMIC HISTORY

From Al Azhar University- Gaza.

2015 - 2019| B.A. in English literature and Translation (83.6 %) V.
Good with the second Honor Degree.

WORK EXPERNICE

Customer Service representative and Virtual Assitance

Darko for General Trading -Abu Dhabi- United Arab Emirates

Jun 2021 - Jan 2022

- Handling core administrative tasks: answering and directing phone. calls, making appointments, copying and faxing, organizing the shipping process.
- Preparing required reports for HR and supporting HR for all record management.
- Managing, monitoring and preparing funding reports.
- Providing clerical and office support and assistance to department management
- Creating, maintaining, and entering information into the database.
- Keeping up with products and services updates.
- Answering customers questions about credit terms, products, prices and availability through all communication channels.

Social media Marketer and Manager

Mowkaba for technology Services Gaza-Palestine

Jan 2021 - May 2021

- Writing and Editing Content.
- Copywriting.
- Social Media Posting.
- Facebook Marketing.
- Twitter Marketing.
- Instagram Marketing.

Responding to clients in comments and messages on all the social media platforms.

Administrative Assistant and Translator

National Insurance Company Gaza-Palestine

Oct 2020-Dec 2020

- Copying and scanning Insurance policies.
- Translating Emails and polices
- Answering the inbound and outbound calls.
- Scheduling appointments.
- Dealing with emails.
- Archiving.
- Data Entry.

Get in touch!

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<https://www.linkedin.com/in/jihanahilx/>

SKILLS

TECHNICAL SKILLS

- Content Writing.
- Transcription.
- Subtitle.
- Archiving.
- Data mining.
- Excellent knowledge of English language
- Good knowledge of French language.
- Advanced Microsoft Office Skills.

SOFT SKILLS

- -Work under pressure.
- Excellent problem solver.Listening.
- Negotiation.
- Nonverbal communication.
- Persuasion.

REFERENCES

Ms. Yasmin AlGhandour: Insurance employee at The National Insurance Company.

mobile:0597307026

Ms. Shourq Almaqaddma: Freelance Mentor at Gaza Sky Geeks.

mobile:0592768850

TRAINING & COURSES

1- 85 training hours in workplace success training & virtual jobs.

Palestine Education for Employment (EFE) in corporation with Islamic Relief USA. [07/2021 – 09/2021]

This training covered two basic sections:

-Workplace Success Training (50-hours), soft skills that were covered:

- How to prepare a marketing and professional plan.
- How to build a personal brand.
- How to compete in the market.
- The strategies of successful teamwork.
- The components of the workplace environment.
- How to write reports and how to send formal and professional emails.

- Virtual Jobs (35-hours), technical skills that were covered:

- How to prepare Twitter & LinkedIn accounts properly.
- How to prepare an OKR plan.
- How to write marketing messages to different clients.
- How to get clients' emails by using some helping tools.
- How to write Email Marketing.
- Negotiation skills.
- How to deal with clients.

2- A course of (Digital Marketing) at Google Digital Skills with a total of (40) training hours. [01/2021 – 02/2021]

- Social Media Marketing.
- Marketing Research.
- Marketing strategies.
- Marketing analysis- Content Marketing.
- Search Engine Optimization (SEO).

3- An Online Course of (English Language) at EnglishfeenEnglish Centre - Egypt with a total of (60) training hours.[01/2021 – 03/2021]

I completed the Fundamentals of English Language course.

4- Freelancing Training at Gaza Sky Geeks with a total of (150) training hours. [04/2020 – 08/2020]

- I got Training experience at GSG about how to promote myself through social media in order to get jobs.
- Freelance Training.

5-Soft skills Training at Gaza Sky Geeks – Gaza with a total of (30) training hours.[08/2020 – 09/2020]

- Define and practise self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Balance optimism and pessimism.
- Effectively impact others.

6- A course of (Advanced conversation and writing) at Amideast-Gaza with a total of (50) training hours. [02/2018 – 04/2018]

- How to write in a very professional way in English.
- How to speak in a very professional way in English

7- A course of (Diplôme D'études en langue Français) French language test at CCF –Gaza.

- Preparation for the DELF exam.[01/2015 – 03/2015]

VOLUNTEER EXPERIENCE

1-English Translator Volunteer at TransWordTeam (TWT) -American Corner Gaza.

- I volunteered as an English Language Assistant at American Corner Gaza. I was part of a team called TransWordTeam

. We were helping translation students to improve their English and translation skills by shooting and producing English educational videos

2- Participant in the Security Council Debate at the International Commission to Support Palestinian Rights -Gaza.

- I volunteered as a representative of France.
- I discussed with the representative in French.