

CV. Haneen Herzallha

Started, I am one of Gaza Training College student, so I never lose hope in this life as I like learning new things and trying new things. Just 5 minutes, you will realize me carefully.
TAKE A SHARP LOOK AT MY CV

Personal Information:

Haneen Sofyan Tawfiq Herzallha

April 2000, Single

Al-Nasser Street, Gaza, Palestine.

00972 59 252 1870

hherzallha@gmail.com

Education

- | | | |
|------------------|--|---------------|
| ▪ Diploma Degree | Bussines and Office Practice | October, 2020 |
| GPA: 89.5% | Gaza Training College (UNRWA), Gaza, Palestine | |
| ▪ High School | Basheer Elrayes High School | July, 2018 |
| GPA: 96.7% | Gaza, Palestine | |

Languages

- **Arabic:** Mother tongue with proven ability of creative writing and documentation
- **English:** Good reading, writing and speaking skills.

Training Experiences

- | Job Title | Organization Name | Date |
|---|--|-------------------|
| ▪ Customer Service And Administrative assistance. | http://www.gedco.ps
Gaza, Palestine | 17 Apr,2021 – Now |
| <ul style="list-style-type: none">• Opening requests for subscribers (Customer Service Department)• Make daily reports using Microsoft programs• Solve citizens' problems as much as possible• Archive files in a very professional way (Archive section)• Design of inspection statements and the daily reports of the section (Inspection section)• Review and audit applications and determine who will be returned to the subscriber care department and who must pass the next sections (Audit section)• Making daily reports for the audit department• Dealing with daily correspondence and emails professionally | | |

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- **Administrative assistance (Salalem Project)** info@tops.ps 17 Feb, 2021 – Mar, 2021
Gaza, Palestine
 - Translating tenders and doing all that is necessary
 - Files Archiving
 - Coordination and follow-up of exercises
 - Print, format and empty assessments
 - Communicate with trainer and trainees
 - Executing and following up administrative orders
 - Printing administrative reports
- **Secretary** www.talalmortaja.com 6 Jan, 2021 – 12 Feb, 2021
Gaza, Palestine
 - Files Archiving
 - Dealing with tenders and everything related to it
 - Dealing with invoice and tax papers
 - Communicate with customers by phone
 - Handling e-mails and correspondence
 - Execution of administrative orders in a timely manner
 - Print and format daily, monthly and annual reports
 - Follow-up and coordination of projects
- **Secretary and Telemarketer** kcc@alrahma.ps Aug, 2020– Dec, 2020
Gaza, Palestine
 - Make phone calls with customers
 - Develop public relation strategies and campaigns
 - Built positive relationships remotely
 - Follow-up and archiving data.
 - Writing reports.
- **Customer Service** www.islamicbank.ps Jan, 2020 – Feb, 2020
Gaza, Palestine
 - Solve all customer problems professionally.
 - Create long-term customer relationships to ensure their loyalty.
 - Provide adequate and complete answers to all customer enquiries.
 - Writing daily reports.
 - Fill out forms.

Training Courses

Date	Course Description	Organization
Mar 2021	Job Skills	CRS, SYFS
Mar 2021	Digital Marketing	C2C
Mar 2021	Freelancing Skills	C2C
Feb 2021	Life Skills	CRS, SYFS
Jan 2021	Fundamentals Of Digital Marketing	KCC
Nov 2020	Work-Readiness And Employability Program	C2C
Sep 2020	Advanced Excel	Udemy
Sep 2020	Pro CV Writing	Udemy
Aug 2019	Adobe Photoshop	IHH
Feb 2019	Community Leadership	Injaz
Jan 2019	My Path To Professional	Injaz
Jan 2019	How Do I Start	Injaz
Sep 2018	International Computer Driving Licence (Icdl)	IUG
Jun 2016	English Language Levels	IHH

Skills

Communication Skills

- Excellent communication skills
- Work confidently within a group
- Communicate with different levels of People
- Negotiating and persuading skills remotely
- Excellent presentation skills
- Speak courteously to the audience

Organizational skills

- Leadership
- Quick adaptation with new environments
- High level of responsibility
- Decision making skills
- Time Management skills
- Working in a multi-cultural environment
- Evaluation and reports writing
- Problem Solving

Computer skills

- Fast Typing skills in both English and Arabic
- High professionalism with Microsoft Office Program (Advanced Excel, Word, PowerPoint, Access)
- Searching skills using internet
- Proficiency in writing correspondence in both English and Arabic