

Sondos M.N AlHaddad

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OBJECTIVE

To obtain a challenging position in the area of Bussiness Administration, where my skills, creativity, and leadership can be utilized in maximizing company profits while providing career advancement opportunities.

PERSONAL INFORMATION

- *Date of Birth: 12 th Sep 1992*
- *Nationality: Palestinian.*
- *Marital Status: Married.*

EDUCATION 2009

- *B.SC. Bussiness Adminstration from Islamic University, Gaza with GOOD general grade.*
- *High school general grade (86%).*

TECHNICAL SKILLS

- *Microsoft office world*
- *Microsoft Office Excel.*

PERSONAL QUALITIES

- *Highly motivated toward professional development and advancement.*
- *Ability to work under pressure and deadlines.*
- *Ability to make best decision quickly.*
- *Dynamic, sociable, serious, and realistic.*
- *Effective Communicator.*
- *Interpersonal skills.*
- *Working with team.*
- *Documentation Skills*

PROFESSIONAL EXPERIENCE

June 2019-May 2021: JAWWAL

Job Title:: Customer Services & Support. .

Job Responsibility:-

- *Serves customers by providing product and service information and resolving product and service problems.*
- *Maintains customer records by updating account information.*
- *Resolves product or service problems by clarifying the customer's complaint,*
- *Prepares product or service reports by collecting and analyzing customer information.*
- *Contributes to team effort by accomplishing related results as needed.*

June 2017-June 2019: JAWWAL

Job Title:: Telemarketing

Job Responsibility:-

- *Calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies.*
- *Completes orders by recording names, addresses, and purchases; referring orders for filling.*
- *Secures information by completing data base backups.*
- *Maintains safe and clean working environment by complying with procedures, rules, and regulations.*
- *Maintains operations by following policies and procedures; reporting needed changes.*
- *Contributes to team effort by accomplishing related results as needed.*

May 2017-June 2017

Admark for Advertising

Job Title::

Marketing

Job Responsibility:-

- *Conducting market research to find answers about consumer requirements, habits and trends*
- *Brainstorming and developing ideas for creative marketing campaigns*

LANGUAGES

- *Arabic: Mother Tongue.*
- *English : Very good reading, spoken & writing.*

REFERENCES

Furnished upon request.