



Doha Atiyat

Customer solutions representative

A project specialist of more than 3 years within the operation sector of HP, serving multinational enterprise customers, Customer service care for banking

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📍 Amman, Jordan

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EDUCATION

Software Engineering

Al-balqa applied university

09/2005 – 06/2009

Amman, Jordan

Courses

- Robot path selection

SKILLS

Time management

Customer service

Professional Excel

Process improvement

Flexibility

Communication skills

Abilix robotics

Lego robotics

Microsoft office

Service Delivery

Teamwork

WORK EXPERIENCE

Customer Service Associate

Emirates NBD Bank

10/2018 – 03/2019

Dubai, UAE

Tanfeeth Group of Emieates NBD Bank

Achievements/Tasks

- Achieved level of service quality and fulfilled the customers' service requirements.
- Solved customer issues, resulting in updated customer status.
- Managed customer feedback which lead to increase customer satisfaction.

CERTIFICATES

IELTS

International English language testing system

Stress management

Harvard business management

English as a Second Language (for Enterprise Business Only)

Front Desk Administrative Assistant

IPSOS

01/2016 – 01/2018

Jordan, Amman

Telecommunications industry

Achievements/Tasks

- Welcomes visitors by greeting them, in person or on the telephone, Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures.
- Maintains continuity among work teams by documenting and communicating actions, irregularities.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

Project Specialist-Customer Solution Rep.

Hp

11/2011 – 04/2015

Amman Jordan

Achievements/Tasks

- Validated customer entitlement, log case for the purpose of routing or dispatching an end-user to the proper resources.
- Raised Purchase requests and submitted purchase orders (Hardware Procurement) Scheduled of end-user installation with on-site engineers.
- Reconciliation of hardware invoiced installed and accepted by end-user.
- Created training materials and provide training to new and existing employees as needed.
- Generated weekly and monthly statistical forecast reports.