

# RANA QANDIL

Marital Status/ YOB/ Nationality  
Address/ Resident  
Mobile No.  
Email  
Languages

Married, 1990, Jordanian,  
Irbid, Jordan  
+962795356680  
Rama\_qandil@yahoo.com  
Arabic  
English

## *Career Objective*

To be a part of a professional organization where I can grow personally and professionally to enhance my skills and knowledge in a fast paced environment as well as building a long term career.

## *Education*

2018	<u>Master Degree in English Literature</u> ( <u>Jadara Univeraity Jordan- Irbid</u> )
9 / 2007 – 1/ 2011	<u>Bachelor of Arts in English for Applied Linguistics</u> (English for specific purposes)  Jordan University of Science and Technology Irbid / Jordan
2007	<u>Jordanian General Certificate of Secondary Education</u> Scientific section – 2007  Jordan- Irbid

## *Professional Experience*

2013 – Until now	<b><u>Jadara University</u></b> <ul style="list-style-type: none"><li>- English lecturer (2022 – Until Now)</li><li>- Head of admissions department (2014 – Until now)</li><li>- Registrar (2013 – 2014)</li></ul>
2011-2013	<b><u>Marketing</u></b> Ahla sooq site  Responsibilities: <ul style="list-style-type: none"><li>• Marketing For site.</li><li>• Working on Photoshop program.</li><li>• Manage the site.</li></ul>
2010	<b><u>Trained</u></b> The Language Centre in Yarmouk University.

## *Trainings*

<b><u>Customer Relations Management –CRM</u></b> Practical and Academic course	Maharat employment and Training Program for recent graduates
<ul style="list-style-type: none"><li>• Dealing with customers, customer inquiries, complaints, service requests.</li><li>• Managing Angry Customers.</li><li>• The Key to Customer Satisfaction.</li><li>• Locate resources for problem resolution and design best-option solutions.</li><li>• Field services and consumer affairs.</li><li>• Developing Teamwork and working under pressure.</li><li>• The Language of Positive Communication.</li><li>• Questioning and Listening Techniques.</li><li>• Effective Phone Techniques.</li><li>• The Art of Satisfying Customers.</li><li>• Repair trust : Techniques to save the relationship after a mistake was made or something came out wrong.</li></ul>	

## *Skills*

<ul style="list-style-type: none"><li>• Microsoft Office (Word, Excel , PowerPoint)</li><li>• Interpersonal skills (Communication, Interviewing, Listening, writing and oral presentation skills)</li><li>• Time Management</li><li>• Attention to detail.</li><li>• Work under pressure</li></ul>
--

***References are available Upon Request***