



Lana Al Rawashdeh

Computer Information Systems Graduate

Highly motivated and detail-oriented Computer Information Systems graduate seeking a challenging and growth-oriented entry-level software or technical position within a dynamic and ambitious company.



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Sharjah, United Arab Emirates



linkedin.com/in/Lana Rawashdeh

SKILLS

MS Office Suite

Computer Skills

Communication skills

Multitasking skills

Good listener

Problem Solving Skills

Time Management

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency

INTERESTS

Reading about psychology and communication

Team Sport

Podcast listening

WORK EXPERIENCE

Call Center Agent Aramex international

10/2021 - 10/2024

UAE Account

Achievements/Tasks

- Responded to customer inquiries via phone and email.
- Resolved delivery issues and ensured customer satisfaction

Call Center Agent Extensya

11/2020 - 03/2021

Amman, Jordan

Achievements/Tasks

- Worked on two major accounts: SHEIN and SHAHID.
- Delivered high-quality service within a fast-paced call center environment.

Computer Teacher, Secretary & Receptionist Al Noor Al Jadeed School

08/2019 - 06/2020

Amman, Jordan

Achievements/Tasks

- Taught basic computer skills.
- Assisted in administrative and reception duties.

CERTIFICATES

ICDL (International Computer Driving License)|

Communication Skills|

Data Entry|

EDUCATION

B.Sc. Jordan University of Science and Technology

01/2014 - 01/2019

Irbid, Jordan