



Mmwr Abdallat

Customer service,reservation agent

Out going personality ,time management ,long learner,business analysis



Munawwarabdallat@gmail.com



+962770409778



Jordan, Amman, Jordan

SKILLS

Communication skills

Business analysis

Project management

Customer service

Administrative skills

Leadership

Reservation ticket

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

Romanian

Full Professional Proficiency

INTERESTS

In business ,travel
industry ,projects

WORK EXPERIENCE

Customer service

Civil defence of jordan

05/2011 – 12/2015

Jordan

Achievements/Tasks

- Organize customer issues,develop reports according each customer case,data entry on excel,provide consult issues

Quality officer ,business analysis

Civil defence of jordan

01/2015 – 12/2017

Jordan

Quality control officer, develop quality process ,control quality process ,lecturer in quality control for civil defence employee

Reservation ticket ,customer service,administrative rolll

Magic world ..travel agency

01/2017 – 12/2019

Achievements/Tasks

- Reservation tickets ,management of daily company process,customer service

CERTIFICATES

Bachelor in Business administration..AL ISRAA University of jordan (03/2016 – 08/2019)

Total average 94.2% honor degree

Airport administration and aviation science..GERMan jordanian university

(04/2015 – 06/2016)

Technecal diploma provided by royal jordanian employee ,about airport ground operations, cabin crew training, reservation ticket ,cargo process ..etc

Selling and manage travel by smart galileo..IATA Training center (11/2019 – 01/2020)

The process of reservation ticket , global distribution system ,ticketing fares apex ,excursion..etc ,global indecator ,traffic conference areas ,sub areas , departure facilities ,arrival facilities,visa rolls ,ticket reissue and exchange, transfer local currency to payment currency by using BSR

Project manager professional .PMP .EDMA group,administration consultant company

(02/2020 – 03/2020)

36 hours in pmp ,how to direct and manage project ,and business analysis ,and make project carter and scope and schedule planning and cost managing ,and all project processes

WORK STATUS

Available upon request , no notice period

PERSONAL PROJECTS

Application for medical devices ,

- Under working

COMPUTER SKILLS

Excel ,word,opera ,global distribution system,microsoft programs,PowerPoint

Institution/Place of Education