

Emad Adnan Tayeh.

Personal Information

Marital Status: Single.

Nationality: Jordanian.

Place and Date of Birth: Germany, March 15th 1982.

Objective

Seeking A Challenging Position in A Professional Company to strengthen my background in an advanced area to help me succeed in my career.

Education

Applied Science University, Jordan 2003
Bachelor Degree, in Business Administration

Courses

- 1990-1992, English Courses levels (4, 5, 6) at Yarmouc Cultural Center (YCC), Jordan.
- 1997, Advanced English Conversation Course at the Modern Language Center (MLC), Jordan.

Professional Trainings

The trainings are:

- Export & Finance Bank (4th March 2005 – 19th May 2005)
- [Customer Service](#)
 - Provide the customer with the some banking services that is needed like open new account, ATM cards,
 - To have some training in finance department to deal with checks.
 - Training on how to promote new services.
- [Lufthansa German Airlines](#) (15th August 2004 – 1st March 2005)
- Frequent Flyer Programmer Promotions/Queen Aliaa International Airport
 - Providing support to the customers through answering questions, problem solving & providing information about new promotions.
 - Interaction with the passengers on many matters, including procedures, accommodation for passengers who are in transit mode & new updates on flights.
 - Filling complete information about each passenger & enter the information in a system to save it in computer.
- [Standard Chartered Bank](#) (1st July 2004 – 31st August 2004)
- Sales Dept. / Personal Loans
 - Develop promotion plans of the loans of the bank to attract more customers.

- Investigate what services (loans) the customers will need.
- To explain for the customer the full program of the loan, the advantages, the monthly payment, interests, years of loan,...
- Update complaint procedures where required
- Contact previous sales customer via phone or email & follow up after call.
- Research and develop your own customer base (new markets).
- Conduct initial follow-up after calls – faxing , emailing or mailing training information or curriculum information
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PC_ Skills

Microsoft Windows (95, 98, 2000, 2003 and XP).

Microsoft Office (Word, Excel, Outlook and Power Point).

Professional experience

Dr Adnan Tayeh Clinic

Administrative

Aug 2011- Oct 2022

- Answer telephone calls. Reply to e-mails.
- Book appointment for each patient
- Schedule all calendar meetings
- Provide accurate updates and details
- Make sure payment is received from patients
- Keep record of expenses and costs
- Prepare all filing duties with faxing

Holiday Inn Amman

Receptionist

July 2010- May 2011

- Answer incoming telephone calls.
- Receive visitors at front office with greeting
- Receiving and answering emails
- Ensure reception area material available

- Provide basic information

Alshamel Travel & Tourism (Dubai)

Travel Consultant

Sep 2008- June 2010

- Answer telephone calls. Reply to e-mails.
- Make reservations.
- Issuance of error free tickets.
- Selling of high yield airlines (PLB carriers) coupled with passenger convenience.
- Application of correct corporate deals and market deals on tickets.
- Work as a team in harmony.
- All services (Insurance, Hotels, Lounge Voucher, Meet and Assist) are offered to Corporate and Individuals.
- Sales to be reported correctly and timely on daily basis. Soft copy to be forwarded to accounts on a daily basis.
- All correspondence to be in writing to avoid disputes.
- Ensure a top notch service is provided to Clients and client relationship is managed in a professional way.
- Deal with confidence at all times with clients and colleagues.
- Maximize the retention on all transactions.
- Utilize CRS to optimum.
- Maintain a good rapport with all airlines.
- Sales leads to sales department.

23 July 2005 – 30 June 2008

Al-Tewfik Automobile & Equipment Co. (Chrysler, Jeep & Dodge)

Public Relations & After Sales Customer Service

Description:

- Consult with customers about their product or service needs or their wants.
- Creating and using statistical methods to collect customer response and indicate the general level of customer satisfaction of the service & what his interest is.
- Find customer needs and fill them inside special program with all related details of the purchase order.

- Troubleshoot products and services to best fit the customer's needs and expectations.
- Provide an end to end support for the customer till he receives the product that meets his full requirements.
- Meeting with the customers that need to purchase car, test drive as well as receiving customer calls of request for product & services.
- Prepare monthly report about quantity of purchase order with a complete budget.
- To cooperate with a service center if there is a shortage of the product, product need maintenance, also checking the product after receiving it from the service center.
- Book an appointment for the customers that need to have some service of the product that he already purchased
- Full responsibility of ensuring understanding what products and services are available, what they do, and how to order them.
- Research & develop new customers for the market product.

Languages English & Arabic Fluent written and spoken.

Interests and activities Swimming, Reading, Surfing Internet & Travelling.

Skills

- Fast learner & highly motivated.
- Hard worker.
- Can be easily managed.
- Pleasant personality with excellent communication skills.
- Well Team Player.
- Presentable.
- Creative talent.
- Punctual and prompt.
- Demonstrates a lot of initiative.

References Available upon request