

Emad Adnan Tayeh.

Personal Information

Marital Status: Single.

Nationality: Jordanian.

Place & 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

- 1 1990-1992, English Courses levels (4, 5, 6) at Yarmouk Cultural Center (YCC), Jordan.
- 2 1997, Advanced English Conversation Course at the Modern Language Center (MLC), Jordan.

Professional Training

The trainings are:

- 1 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.
- 2 [Lufthansa German Airlines](#) (15th August 2004 – 1st March 2005)
 - Marketing Executive
 - 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.

- 3 **Standard Chartered Bank** (1st July 2004 – 31st August 2004)
 - 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 Alshamel Travel & Tourism (Dubai)
Administrator
 september 2008 – January 2009

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- 1 To attend performances and other events as required out of normal office hours.
 - 2 Make reservations.
 - 3 Issuance of error free tickets.
 - 4 Selling of high yield airlines (PLB carriers) coupled with passenger convenience.
 - 5 Application of correct corporate deals and market deals on tickets.
 - 6 Ensure company management guidelines and policies are followed
 - 7 All services (Insurance, Hotels, Lounge Voucher, Meet and Assist) are offered to Corporate and Individuals.
 - 8 Sales to be reported correctly and timely on daily basis. Soft copy to be forwarded to accounts on a daily basis.

- 9 All correspondence to be in writing to avoid disputes.
- 10 Ensure a top notch service is provided to Clients and client relationship is managed in a professional way.
- 11 To undertake any reasonable duties at the request of the marketing manager.
- 12 Maximize the retention on all transactions.
- 13 To assist with the implementation of the marketing strategy with specific objectives and targets as agreed.
- 14 Maintain a good rapport with all airlines.
- 15 Sales leads to sales department.

23 July 2005 - 31 March 2008

Al-Tewfik Automobile & Equipment Co.

Public Relations & Aftersales Customer Service

Description:

- 1 Consult with customers about their product or service needs or their wants.
- 2 Creating and using statistical methods to collect customer response and indicate the general level of customer satisfaction of the service & what his interest is.
- 3 Find customer needs and fill them inside special program with all related details of the purchase order.
- 4 Troubleshoot products and services to best fit the customer's needs and expectations.
- 5 Provide an end to end support for the customer till he receives the product that meets his full requirements.
- 6 Meeting with the customers that need to purchase car, test drive as well as receiving customer calls of request for product & services.
- 7 Prepare monthly report about quantity of purchase order with a complete budget.
- 8 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.
- 9 Book an appointment for the customers that need to have some service of the product that he already purchased
- 10 Full responsibility of ensuring understanding what products and services are available, what they do, and how to order them.
- 11 Research & develop new customers for the market product.

languages English & Arabic Fluent written and spoken.

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

Skills

- 1 Fast learner & highly motivated.
- 2 Hard worker.
- 3 Can be easily managed.
- 4 Pleasant personality with excellent communication skills.
- 5 Well Team Player.
- 6 Presentable.
- 7 Creative talent.
- 8 Punctual and prompt.
- 9 Demonstrates a lot of initiative.

References Available upon request