

# Jehan Saber Al-Baqaeen

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## Professional Summary

Economists perform various functions both in corporations and in government agencies to help leaders make effective decisions, such as Carry out research on the trends pertaining economics in relation to the production and distribution of goods and services, Analyze reports from research using mathematical models and statistical techniques.

## Education

**Bachelor's degree in Financial Economic**  
**Hashemite University | Zarqa, Jordan**

2020-2024

**Latin secondary school**

## Professional Experience

TRAINED AS SERVICE ADVISOR

Nov -Dec 2023

*Etihad Bank / Zarqa, Jordan*

- Handle customers interactions.
- Follow company procedures when handling incoming and outgoing interactions with the ability to resolve and close issues.
- Helping customers with opening digital accounts.
- Answer incoming requests in a timely manner.
- Greeting customers and directing them to available mechanics.
- Using your knowledge of our products and services to sell or provide in-depth information about available parts and service options to customer.
- Call customers to advise them about service changes or car pick-up times.
- Maintain positive customer relationships to ensure repeat business.
- Answer questions about service outcomes, schedule and book appointments, vehicle drop-off and vehicle pick-up.

## Languages

Arabic(Native Speaker)

English(Good)

## Qualifications & Skills

**Strong work ethic**

**Detail – Oriented**

**Leadership**

**Excellent communication and interpersonal skills**

**Self-motivated and organizational skills**

**Multi-Tasking**

**Time Management**

**Ability to work under pressure**

**Ability to work independently and as a part of a team**