



Mohammad Soudani

Social Media Support Assistant Manger

Seeking a full-time job where I can develop and improve my skills in an environment that can help me grow professionally and effectively

Contact Info

	+962 7 9705 8080
	Mhsoudani96@gmail.com
	1996-04-20
	Amman
	Jordan

Skills

Microsoft Office	Advanced
Teamwork	Advanced
Attention to detail	Advanced
Flexibility	Advanced

Languages

Arabic	Native
English	Advanced

Experience

2022-7 - Current

Jordan Ahli Bank Social Media Support Assistant Manger

- Checking the replies to the messages and comments that came on What's App and social media platforms to make sure that the clients have been served properly and within the accepted speed of answer.
- Checking the requests that came through online banking and the bank website to make sure that they have been handled properly.
- Checking the replies to the emails that came from the other bank departments.
- Checking the replies to the emails that came to the official bank email.
- Provide training to newly hired employees.
- Listen to a sample of the calls to make sure that the clients have been served within the accepted standers.
- Provide supervision during shifts to the employees.
- Preparing the necessary daily reports to check the team KPIs.
- Communicating with the bank's other departments to try to solve any problem that faces the clients.

2020-3 - 2022-7

Jordan Ahli Bank Social Media Support Officer

- Answering the client's messages that came on What's App and all social media platforms.
- Replying to all the comments that came on all social media platforms.
- Handling the client's requests that came through online banking.
- Handling the client's requests that came through the bank website.
- Handling the online data cleansing requests and making sure that the clients fill in all the necessary data before sending the request to the data cleansing department.
- Handling the emails that came from other bank departments.
- Handling the emails that came on the official bank email.
- Sending emails to the other bank department when needed to solve the client's problems.

2018-8 - 2020-3

Jordan Ahli Bank Contact Center Officer

- Answering the clients inquiries through inbound calls about the bank products and services.
- Providing solutions to clients when they face any problem with their accounts.
- Providing the clients with the needed information on their accounts.
- Trying to offer the bank products and services during the call that might meet the needs of the clients.
- Sending follow-ups to the other bank departments to help solve the clients issues and trying to get the necessary exceptions and approvals when needed.

Education

January-2018

Hashemite university Bachelor - Accounting and commercial law

GPA : 3.44 (Very Good)

Courses

February/2021

Advanced Microsoft Excel IGC Academy

January/2021

Practical Accounting Course (Quick Books) IGC Academy