



Ghena Loay Hatem

Professional Goals

I aim to attain an engaging position in my field and to help in finding efficient systems. I am willing to apply my obsession with organising into my work and to obtain best quality. I freshly graduated from the German Jordanian University as an Industrial Engineer. My goal has always been to apply and reflect my personality and character on the work that I do and perfect the task to end, to add with my academic near future plans. I am still discovering new capabilities for myself every now and then, but they are mainly focused on orientation, organisation, dedication, management and perfection.

Curriculum Vitae

Mobile:

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Address:

Musa Bazie St.15, 11821, Amman, Jordan

Nationality:

Iraqi

Birthdate/place:

09.09.1999 Baghdad, Iraq

Work Experience

Students and Graduates Employability Office DI-TECH German Jordanian University | March 2025- Present

- Supporting students and recent graduates with career planning, job search strategies, and employability skills development while collaborating with employers to create opportunities such as internships and other roles..

Customer Success Manager NXGEN Technology AG | September 2024- March 2025

- Act as a key support liaison between customers and internal teams, including Sales, Operations, Admin, and Development, to ensure customer requirements and concerns are effectively communicated and addressed.

Operations Manager Skyway Travel and Tourism | December 2023- March 2025

- Family Business

Operations Manager TIGRIS MEDICAL | July 2017 - March 2025

- Family Business

Assistant German Jordanian University | April 2023 - July 2023

- Part Time Working Student in Admission and Registration Department
- Worked on the project of Automation of the Admission and Registration Department system

Sales Support ServiceNow (Munich) | April 2022 - April 2023

- An implemented Graduation Project on "Lead Process Flow Optimization"
- Research and generate lists of potential customers
- Provide input on customer briefs, presentations, and sales literature
- Assist in evaluating new sponsorship opportunities
- Learn and apply sales techniques
- Maintain sales records

Operations and Research Engineer Sanad | September 2019 - September 2021

- Assisted GM in fulfilling previous and current agreements
- Represented the business in meetings with partners in collaborations
- Tracked worldwide business and report outcome to trace position in relation to global sector

Academic History

Top Skills:

Data Analytics
Data Modeling
Process Analysis

Languages:

Arabic (Native or Bilingual)
English (Professional Working)
German (Limited Working)

Certifications:

Delegate-GJU Model United Nations
Conference
Certificate of Completion - Supply
Chain Students Competition
IISE UJ 3rd & 4th Annual Regional
Conference - Middle East

Computer Knowledge:

SAP Navigation - Certified
MS Office
Arena
FluidSIM & Step7
AutoCAD - Certified
Minitab
Matlab
CPLEX

German Jordanian University

Master's Degree | Business Administration | 2025-Present

Jabal Amman, Jordan

German Jordanian University

Bachelor's Degree | Industrial Engineering (87.3%) | 2017 - 2023

Madaba, Jordan

- Hult Prize - Public Relations Team | Sep 2020 - Feb 2021
- President of the IISE Chapter | Aug 2018 - Aug 2019
- Model United Nation - Delegate | Jan 2018
- Exchange semester in University of Kaiserslautern | Oct 2021 - Oct 2022
- Language-Summer Course in Technische Universitat Dresden | Sep-Oct 2019

Philadelphia National Schools

British HighSchool Degree | Scientific (96.6%) | Graduate of 2017

Amman, Jordan

- GCSE's
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Voluntary Work

Arab Group for Protection of Nature - Volunteer | 2018

Children Museum - Volunteer | 2017

Asluha Thabet - Volunteer | 2017