

Hala Alfayez

Amman Jordan
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PROFESSIONAL SUMMARY

EXPERIENCE

Webhelp - HR and recruitment specialist assistant

Amman, Jordan

08/2022 - Current

- Assist with day to day operations of the HR functions and duties
- Provide clerical and administrative support to Human Resources executives
- Compile and update employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Coordinate HR projects (meetings, training, surveys etc.) and take minutes
- Deal with employee requests regarding human resources issues, rules, and regulations
- Communicate with public services when necessary
- Coordinate communication with candidates and schedule interviews
- Conduct initial orientation to newly hired employees
- Assist our recruiters to source candidates and update our database

Webhelp - Quality Coach

Amman, Jordan

04/2022 - 07/2022

- Developing business partnership with the client Quality organization through participation in calibration, JCM sessions etc.
- Coaching individuals through observation, feedback, mentoring and task demonstration.
- Evaluate transactions and quality accuracy through the use of client's tool.
- Supporting Quality Managers in analyzing individual and program level data, finding areas of opportunity and addressing them through additional training, roundtables or workshops
- Handle calls in own skill group when business needs are present .
- Option to act as a Calibration Coordinator for one Quality Coach who is experienced and proven to be highly calibration towards Client gigue.

Webhelp - Senior Technical Support Advisor

Amman

03/2021 - 03/2022

- Handling technical support and support related questions for client customers and partners

CORE QUALIFICATIONS

- Excellent Verbal, Non-Verbal, and
- Written Communication
- Cultural
- Awareness &
- Intelligence
- Time
- Management &
- Multitasking
- Self-Management
- T &
- Self-Motivation
- Creative Writing
- Skills
- Analysis &
- Research
- Highly-organized
- Microsoft office

EDUCATION

2020

German Jordanian University, GJU
Madaba, Jordan

Bachelor of Arts: German and English for Business and Communication

2018

University of Magdeburg
Magdeburg, Germany

Exchange semester :
communication and Translation

- Educate Customers support options, and the steps being taken to resolve the issue, including online tutorials, in-store programs and help applications built into programs
- Achieve call center metrics as defined by the supplier

Webehlp - Technical Support Advisor

Amman

09/2020 - 03/2021

- Handling calls in Arabic and English for the client
- Adhering to Strong quality standards
- Provide Technical support
- Perform troubleshooting functions

Kern AG GmbH - Project Manager Intern

Bochum, Germany

09/2018 - 01/2019

- Deal with customers Write invoices Proofreading for the translated document in three languages (Arabic, English, German) using websites like (Trados, ABBY, Hexonic)
- Took active role in company growth by consistently providing quality customer service to promote growth and retention.

Bank Al Etihad - Customer Service Representative Intern

Madab, Jordan

09/2017 - 10/2017

- Bank Alitihad, Madaba, Jordan
- Collected customer feedback and made process changes to exceed customersatisfaction goals
- Educated customers on promotions to enhance sales
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

LANGUAGES

- Arabic Mother language
- English Advance
- German Advance