

# TAGHAREED ALSWAEER

## PROFESSIONAL SUMMARY

- Knowledgeable Section Head skilled in administrative and team oversight. Dedicated to improving operations procedures, workflows and systems to meet new operational standards. Significant background in councils management with capacity to expand role with changing demands.

## EXPERIENCE

**German Jordanian University** , Amman, Jordan - Mar 2018 - Current

### Section Head - Councils Affairs

- Develop and maintain effective relationships with Members of councils and their staff, and other government officials.
- Educate Members of councils, their staff, and others on the university positions with respect to relevant regulations and instructions.
- Manage the administrative functions of the councils affairs section.
- Contribute to the development and implementation of the university strategies.
- Draft minutes of meeting, issue decisions, talking points, letters, and other information. Research and work with other staff members and departments in the coordination and development of such materials.
- Attend relevant meetings and provide a comprehensive summary of details to the members.
- Assist with the development and implementation of decisions issued by the councils. Respond to councils' members questions via letter, phone and email.
- Perform other duties as assigned.

**German Jordanian University**, Amman, Jordan - Mar 2013 - Feb 2018

### Administrator

- Communicating with residents and colleagues.
- Creating documents.
- Keeping records.
- Organizing meetings, producing agendas and taking minutes.
- Servicing committee meetings.
- Helping formulate and implement council policies.
- Researching and writing reports.

**ZAIN telecommunication Company** , Amman, Jordan - Jun 2011 - Feb 2013

### Customer Service Representative

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.

## CONTACT

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Jordan
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## SKILLS

- REGULATORY COMPLIANCE
- ASSET MANAGEMENT
- REPORT PREPARATION
- OPERATIONS OVERSIGHT
- NETWORKING AND COLLABORATION
- SYSTEMS IMPLEMENTATION
- DEVELOP POLICIES

- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**Princess Sarvath high school for girls** , Amman, Jordan - Sep 2009 - Feb 2010

**Teacher**

- Teach basic English skills including reading, writing, and speaking.
- Compose lesson plans in order to successfully incorporate the full duration of each lesson.
- Execute lessons efficiently using different styles of teaching depending on the content.
- Engage students to ensure a lively classroom atmosphere.
- Instruct students about the structure and content of the English language.
- Teach students the spelling of words, and their meanings.
- Emphasize the rules of composition, grammar and sentence construction.
- Teach students the correct pronunciation of words.
- Teach students to think critically when studying literature and poetry.
- Teach students to analyze and question media reports, advertisements, and news reports.

**JASCO The Saudi Jordanian Company for Satellite Broadcasting** , Amman, Jordan

**Translator**

Freelancer translator.

Listen or read through the material in one language.

Understand the context and meaning the material.

Convert the material into the second language while preserving the original meaning.

Translate video, online, and television media by providing subtitles.

Collaborate with subject matter experts and other colleagues to understand technical texts.

Translate material accurately.

Use online translation tools for additional assistance with translation.

Provide clients with quotes based on complexity level and project length.

Follow up with clients to ensure understanding and satisfaction.

Use highly specialized translation software to encourage efficiency and consistency.

Follow industry quality standards established by the Association of Translation Companies.

Translate different documents, including literary, technical, scientific, legal, research, educational, and commercial materials.

**EDUCATION**

July 2017

**Master of Arts**

Total Quality Management

University of Jordan, Amman, Jordan

December 2008

**Bachelor of Arts**

Applied English

University of Jordan, Amman, Jordan

**LANGUAGES**

**Arabic**  
**Native**

**English**  
**Advanced**