

# Safaa Taamsah

Executive secretary, Website editor, Helpdesk Admin

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## 01 PROFILE

Dynamic and results-driven Executive Secretary with extensive experience in managing administrative duties, providing exceptional customer service and overseeing IT support. Proven ability to adapt to diverse work environments and effectively resolve conflicts also adapting to any circumstances. Skilled in website and Drupal editing, with a good background in computer engineering and a master's in business administration. Successfully organized and facilitated the GJU innovation workshop, Excel workshop, and English Courses. Eager to continue growing and developing in a challenging role, and to have more experience in so many fields at GJU.

## 02 EMPLOYMENT HISTORY

Apr 2021 — Present

### Website editor, Drupal editor at GJU

As a Website Editor and Drupal Editor at GJU, I am responsible for creating, editing, and maintaining content for the organization's website. I ensure that the website content is up to date and engaging for visitors. Additionally, I utilize Drupal content management system to manage and organize website content, ensuring a user-friendly experience for visitors.

May 2017 — Present

### ISTC Helpdesk Admin at GJU

As an ISTC Help Desk Admin at GJU, I support and assist staff and students regarding ticket systems and services provided by the ISTC, Distributing Tickets, and also responsible for TNAR needed by GJU staff, dealing with any updates regarding the Ticket system and help GJU staff to be familiar with Ticketing.

Oct 2015 — Present

### Executive secretary at GJU

As an Executive Secretary at GJU, I am responsible for providing high-level administrative support to Our staff, preparing l reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. Additionally, I maintain office supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders.

### 03 EDUCATION

Sep 2008 — Jan 2013

**Mutah University**  
Bachelor Degree In computer Engineering

Feb 2016 — Jul 2018

**Al-Zaytonah**  
Master Degree In Business Administration

### 04 SKILLS

Administrative support ●●●●●●  
HR processes ●●●●●●  
Quality control ●●●●●●

Technical support ●●●●●●  
Website editing ●●●●●●  
Drupal management ●●●●●●