

ANAS HAMAYDEH

Customer Services, Marketing & Sales

PROFILE

Multi Task Highly Organised and Qualified Hard-Working Individual, +5 Experience in Customer Services, Front Desk agent and Marketing & Sales looking to leverage my knowledge and Experience into a Responsible role in Customer Service, Data collection Analysis ,Martial Arts and Personal Trainer.

EDUCATION

Feb 2017 - Jan 2018 **High School Diploma , East Riffa Secondary Boys School , East Riffa**
Online Study

Sep 2018 - Jan 2023 **Bachelor in Sports Rehabilitation and Physical Therapy , Mutah University, Mutah**

Bachelor in Sports Rehabilitation and Physical Therapy,
Expected Graduation By winter 2023

EXPERIENCE

Oct 2018 - Oct 2019 **Sales Representative , Carrefour Jordan , Mādaba**

- Generating leads.
- Meeting or exceeding sales goals.
- Negotiating all contracts with prospective clients.
- Helping determine pricing schedules for quotes, promotions, and negotiations.
- Preparing weekly and monthly reports.
- Giving sales presentations to a range of prospective clients.
- Coordinating sales efforts with marketing programs.
- Understanding and promoting company programs.

Nov 2019 - Sep 2020 **Data Entry Clerk , Mayr-Melnhof Packaging International GmbH / Jordan PSC, Mādaba**

- Insert customer and account data by inputting text based and numerical information from source documents within time limits
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations

Oct 2020 - Mar 2022 **Front Desk Agent, Mariam Hotel , Mādaba**

- Mariam Hotel - a 2 star Hotel in Mādaba
- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and



CONTACT

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17110, Jordan

Nationality:
Jordanian

Driving License:
Yes

Place of Birth:
Amman, Jordan

Date of Birth:
13/04/1998

SKILLS

Technological Skills

Information- gathering Skills

Prospecting Skills

Multitasking

Microsoft office

Customer service

Promote Facilities and services

Fast typing speed

Basic Software Knowledge

Basic Research and Data collection structure

Social media skills

Communication skills

Product knowledge

Previous experience as a personal

Feb 2019 - Jun 2022	<p>professional manner</p> <p>Online Marketing & Sales , Forever Living Products International , International</p> <ul style="list-style-type: none"> • Marketing or communications qualifications. • Google Adwords and Analytics certification a bonus. • Experience working in Online Marketing. • Strong analytical skills. • Ability to work independently and within a team. • Self-starter. • Sold Over +1,500 Products.
Jul 2017 - May 2019	<p>Taekwondo Instructor , Mádaba Taekwondo Center, Mádaba</p> <ul style="list-style-type: none"> • Scheduling individual and group lessons. • Providing instruction on grade-appropriate Poomsae and kyorugi techniques. • Informing students about the historical and theoretical underpinnings of these techniques. • Fostering discipline and respect within the classroom. • Supervising students to ensure that interactions remain safe at all times. • Encouraging the appropriate use of techniques learnt, both within and outside of the classroom. • Providing lectures and demonstrations to parents, companies, and other members of the public to promote safety. • 1st Black Belt Kukkiwon in Taekwondo • 2x National Champion (+80x Medals in Taekwondo Competitions)
Jun 2019 - Mar 2021	<p>Personal Trainer , Fitness & Plus Gym, Mádaba</p> <ul style="list-style-type: none"> • Evaluate clients' fitness levels and health conditions • Build individualized exercise programs • Explain exercises in detail and suggest alternatives if needed • Monitor progress of clients' fitness levels • Explain safe and proper use of gym equipment • Lead both individual and group training sessions • Research on new exercise techniques and trends • Promote the gym's fitness packages and plans • Perform CPR and administer first aid in case of emergencies
Apr 2022 - Jul 2022	<p>Restaurant Cashier , Golden Chef Restaurant for Yemeni and Gulf Food, Mádaba</p> <ul style="list-style-type: none"> • Manage transactions with customers using cash registers • Scan goods and ensure pricing is accurate • Collect payments whether in cash or credit • Issue receipts, refunds, change or tickets • Redeem stamps and coupons • Cross-sell products and introduce new ones • Resolve customer complaints, guide them and provide relevant information • Greet customers when entering or leaving the store • Maintain clean and tidy checkout areas • Track transactions on balance sheets and report any discrepancies • Bag, box or gift-wrap packages • Handle merchandise returns and exchanges

COURSES

Jun 2020 - Jun 2023	First Aid Course, JPS Training Center
Jun 2020 - Jun 2023	CPR Certification , JPS Training Center
Aug 2015	1st Dan Black Belt, Taekwondo Kukkiwon

trainer or relevant role

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Knowledge of various fitness programs, from basic exercises to more challenging training sessions

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Ability to guide and motivate clients

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Available to work flexible hours

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Seminar

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LANGUAGES

Arabic

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English

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Aug 2020	Rehabilitation of injuries and therapeutic exercises course , Swedish Academy
Aug 2020	Sports injuries and sports rehabilitation course, IBS Training Academy
Oct 2020	Anatomy, injuries, physiology and rehabilitation of the shoulder joint, IBS training Academy
Dec 2020	Physical and motor rehabilitation for spinal injuries, IBS Training Academy
Mar 2021	Diploma in physical and kinetic rehabilitation and sports injuries, IBS Training Academy
Aug 2019	Basic fitness training course, Swedish Academy
Sep 2019	Basic Nutrition Course, Swedish Academy