

**Dear Sir**

It is an honor to be endowed the opportunity to introduce myself to you briefly I would describe myself as self-motivated, responsible person, who has the ability to interact well with people from all levels, pay close attention to details, therefore I am truly ready to learn and enrich myself with any new skills that would enhance my performance and enrich my experience.

I am hard worker. I have the ability to analyze and solve problems effectively, to communicate clearly and to complete complex tasks under any pressure. My aim in a career is to build on my current knowledge and experience by undertaking professional work.

A copy of my CV is attached to give an idea of my qualifications. Should you need any further information please do not hesitate to contact me.

I am looking forward to hearing from you at your earliest convenience.

## **Lujain “Mh’d Rasheed” Rostum Hashem.**

**PERSONAL DATA:**

Date / Place of Birth: **05 /03 /1993**. Jordan – Amman.

Nationality: Jordanian

Marital status: single

Cell Line: +962795848450

hashem.lujain@hotmail.com

---

**\*Education:**            **Bachelor in Business Administration (Hashemite University) class of 2015**  
**High school, Al-Dur Al-Manthoor School.**

**\*Courses:**            **Certified Human Resource Expert (CHRE) certificate, American Certification**  
**Center (ACC) .**

**\* Languages:**

- **Arabic: Mother Language**
- **English: Very good.**

**\*Competency:**

- Experience in Customer Care
- High potential work in any environment
- Inspiring positive attitude
- Maintains a positive impression
- Communication skills
- Problem solving skills.
- Decision making skills.

**\* Experience:**

**\* No Limits Company, Go Sport Stores as Cashier, Data Entry and customer service. From May 2012 to October 2014**

**Main responsibilities:**

- **Receive payments.**
- **Issue refunds or exchange to customers.**
- **Count money in cash drawers.**
- **Greet customers.**
- **Answer customer's questions.**
- **Open customer's accounts by recording account information.**

**\*Al-Salam Company, Emporio Armani Stores as salesperson and customer service. From February 2015 to December 2015.**

**Main responsibilities:**

- **Attracts potential customers by answering product and service questions.**
- **Resolve customer records, by clarifying customer complaints, determining the cause of the problem, select the best solution and take any needed corrective action or adjustment.**

**\*Al-Qariah for Sport wear Trading Company, Official distributors for Nike and Converse, as HR assistant. From January 2016 till January 2017.**

**Main responsibilities:**

- **Provide support to managers and staff to develop their skills and capabilities through ensuring the job description.**
- **Identify training needs and development opportunities.**

- **Monitor staff performance and attendance activities.**
- **Coordinate staff recruitment and selection process, schedule the interviews and participate in them.**
- **Conduct reference checks if needed.**
- **Perform other duties as required.**

**\*Pioneers Academy as Operational Officer and Team Leader From April 2017 till March 2020.**

**Main Responsibilities :**

- **Improving the operational system, process and policies in support of the organization's mission.**
- **Supporting better management reporting, information flow and management, business process and organizational planning.**
- **Playing a significant role in long-term planning, including initiatives geared towards operational excellence.**
- **Developing individual program budget.**
- **Managing and increasing the effectiveness and efficiency of support services (HR,IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.**
- **Driving initiatives in the management team and organizationally that contribute to long-term operational excellence.**

**\*References:**

**Available upon request.**