

## Contact

- 🏠 Amman
- ☎ +962 7 8724 4790
- ✉ Zaidshedeindustrial@gmail.com

## Personal information

### Name

Zaid Shehadeh

### Birthdate

19/11/1995

### Gender

Male

### Residence

Abu Nseir, Amman

### Nationality

Jordanian

# ZAID SHEHADEH

INDUSTRIAL ENGINEER

## Experience

### Supply chain

FOSROC | 12/2021 - Present

- Manage the company's purchases & logistics activities including documentation, custom clearance, legalization, supplier deliveries and stock management.
- Initiate and lead improvement programs to optimize Purchasing and logistics systems and process.

### Technical support engineer

Central tracks for computers (CTC) | 09/2021 - 12/2021

- Monitor and maintain the computer hardware in an organizations.
- Configure computer hardware operating systems
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Work continuously on a task until completion
- Manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals
- Conduct electrical safety checks on computer equipment.

## ● Customer service Representative

Extensya | 10/2018 - 09/2021

Extensya is focusing on contact management solutions and business process outsourcing services.

An organized, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, this job experience gives me a strong ability to do the following:

- Answer numerous calls in a high-volume call center environment.
- Resolve customer complaints and ensure calls are handled in a professional and prompt manner.
- Consistently earned an "above average" or "excellent" on call quality evaluations.
- Train and assist entry-level customer service officers by helping them improve listening skills, communication, and multitasking abilities.
- Conduct problem solving and troubleshooting.
- Provide technical help to colleagues if required.
- Achieve personal and store KPIs, consistently exceeding key performance indicators, and individual and store targets.
- Take inbound calls, deal with questions efficiently and effectively and input data into company systems.
- Support training new members of staff.
- Work to ensure all individual and team targets were met
- Provide excellent customer service at all times.
- Assist customers with finding suitable products and checked availability in ERP System Achievements/Tasks.

## Education

### ● Bachelor degree / Industrial Engineering

The Hashemite University, Zarqa | 09/2013 - 07/2018

### ● Procurement and supply chain management trainer

Royal Jordanian Airline, Amman | 07/2017 - 09/2017

University training

## Skills

### Personal skills

- Soft and clear communication skills ●●●●●
- Strong decision-making ●●●●●
- Independent and proactive ●●●●●

### Job skills

- Quick learner ●●●●●
- Team player ●●●●●
- Self-motivated ●●●●●
- Ability to work in a highly matrixed organization ●●●●●
- Microsoft office ●●●●●