Katia Udwan Khalil Al-hijzaeen

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seeking a challenging career in an organization that offers opportunities that help me contribute to the success of the organization with the help of my experience whilst increasing my skills and knowledge

Work Experience

Job Title:Accountant – heef wa reef restaurant (August2023 – march 2024):

Main Responsibilities : : I was tasked and oriented to perform multiple duties including Administrative as follows:

- Preparing a chart of accounts using falcon
- Sales entries including GST and bank reconciliation .
- purchases entries including GST and prepaid & accrued expenses.
- Import purchases including GST as well as 2% income tax payment.
- Sales tax report & income tax report.
- Payroll accounting, including social security as well as payroll tax .
- Financial statements.

Job Title: Public Relations - Haddad distilleries (***July 2020 – July 2022***)

Main Responsibilities : I was tasked and oriented to perform multiple duties including Administrative as follows:

- Banking operations including follow-up purchase orders inside and outside Jordan, bank accounts and bank deposits, issuing bank transfers for purchase orders, and accounts auditing.
- HR tasks such as employee salary payments, work permits for expatriate workers, health insurance leaves, and up taxes (general taxes, special taxes, and income taxes)
- Administrative tasks such as Organizing and coordinating the general manager meetings and appointments, communicating employees-related instructions and updates
- Carry out a monthly and annual inventory of merchandise

Job Title: Sales Associate - HAMLEYS "The group" (***May 2019 – May 2020***)

Main Responsibilities : I was tasked and oriented to perform multiple duties including Administrative as follows:

- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.

- Documents sales by creating or updating customer profile records.
- Manages financial transactions.
- Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Alerts management of potential security issues.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Ability to track the performance of the store by using “Key Performance Indicators” (KPIs)

Job Title: Customer Service -Professional Consultants (PC.NET) (***May 2018 – Feb 2019***)

Main Responsibilities : I was tasked and oriented to perform multiple duties including Administrative as follows:

- Manage large amounts of incoming calls
- Create leads for sales
- Identify and assess customer needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate and complete information using the right methods/tools
- Achieving customer service team sales goals and call handling quotas
- Dealing with customer complaints, providing appropriate solutions and alternatives within the specified time limits
- Follow communication procedures, guidelines and policies

EDUCATION

GRADUATED IN JANEWARY 2018(2015-2018)

Financial and Business Economics,MUTAH UNIVERSITY

GRADUATED IN 2013

Smakiya high school alkarak

Scientific tawjeehi

TRAINING COURSES

- Soft skills and time management
- Self-development
- Team building workshop
- Public health and safety procedures
- Customer service
- KPI’s

PROFESSIONAL SYNOPSIS(SKILLS)

- Team work and communication skills
- Time management and effective work with priorities
- Hard work
- Creative and be able to learn quickly
- ability in dealing with differant backgrounds
- Conversant with MS office (word, excel and power point)

PROJECTS

- **Initiative"مبادرة درسني" :** Designed to help economics students advance their studies and and to help them achieve as much as possible in every university subject.

- **Initiative"إيد بإيد الخيربزيد" :** Designed to help out students in need of financial help through a series Of fund raisers all proceeds went to student in need.

LANGUAGES

- **Arabic** : Mother tongue.
- **English**: very good in writing and good in speaking.

REFERENCES

Hussain Abwini – Area manager **Mob**: +962796493944
Email:Hussain.abwini@gmail.com
Raed aburaya – store manager **Mob**: +962798281429