

# Jamila Anwar Yazbik



Address: Latakia, Awqaf District

Tel: +963-41-2417808

Mobile: +963-932733788

Date of Birth: 01/01/1989

Nationality: Syrian

Marital Status: Single

E-Mail Address: jamela.yazbek@hotmail.com

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## OBJECTIVE

Seeking a challenging position where my field of specialization could be exploited in a stimulating environment.

## EDUCATION AND QUALIFICATIONS

Economy, Tishreen University, Class of 2015

Major: Financial & Banking Science

### **Syriatel Telecommunication Company**

#### ***HR Trainer***

*October 2019- till now*

#### **Position Duties:**

- Liaising with managers to determine training needs and schedule training sessions
- Designing effective training programs
- Selecting and booking locations
- Conduct seminars, workshops, individual training sessions etc.
- Prepare educational material such as module summaries, videos etc.
- Support and mentor new employees.
- Keep attendance and other records.
- Conduct evaluations to identify areas of improvement.
- Monitor employee performance and response to training.

## WORK EXPERIENCE

#### ***Contact Center Representative***

*August 2015- September 2019*

#### **Position Duties:**

Responded to customer inquiries and complaints through phone calls in a professional manner, identified and escalated priority issues to ensure a high level of customer satisfaction according to company's required standards

## LANGUAGES & SKILLS

✚ Language:  
Arabic: Mother Language  
English: Good reading, writing and Speaking.

✚ IT Skills:  
MS Package: Very Good  
Outlook and Internet programs: Very Good

## COURSES

- ✚ Sales Course by Syriatel Training & Development Unit
- ✚ Emotional Intelligence by Syriatel Training & Development Unit
- ✚ Problem Solving by Syriatel Training & Development Unit
- ✚ Customer Foundation by Syriatel Training & Development Unit
- ✚ Presentation Skills by Syriatel Training & Development Unit
- ✚ Working with upset customers by Syriatel Training & Development Unit
- ✚ Working from home by Syriatel Training & Development Unit

## PERSONAL ATTRIBUTES

- ✚ Team oriented
- ✚ Excellent communication skills
- ✚ Self-motivated
- ✚ Ability to work under pressure
- ✚ Accurate and very well organized