

# Amro Khaled



## Executive Summary:

My background as an energetic and skillful, professional remains unique to the entrepreneurship. I perform best in positions, which allow me to creatively generate new ideas and deal closely with people. My Bachelor's and my years Working Experiences, provided me to improving my skills in order to the Most Valuable Employee, my past experiences have provided me with the opportunity to build many strengths, how to allow and support a different types of strategies to gain principles of competitive advantages, I've been accomplished more than seven years working experience capable to yield, fulfillment with a strong educations, dedicated with distinguishing skills and knowledge's as focusing on innovation to lead my entire career to success because eventually a wise decision is to make a bright future by improving strategies formulae using some sort of intelligence to management in order to be sparkle, sustainable and most empowerment, my passion is to evolve growth and achievements of management to the high level, I'm the one who trust in destiny, who shared and loved, worked harder, humbled and self-confident.

**Specialties:** Skills in Social Media, I've finished Training Course and I'm Open to work as social media specialist "Facebook, Instagram, Snapchat, Twitter, LinkedIn, Telegram, etc..)"

Connecting with others & networking to open doors, team building, flexibility & multi-tasking, communications, talent acquisition, strategic management, Reading Books, creating websites using programming languages "HTML, PHP, JavaScript, ASPX, jQuery, WordPress, etc.)

## Work History & Certificates:

**Qatar Airways: QAS – Lost and Found**

**Present**

**Corporate Logistics Service Contact & Support Officer Ar/En**

**2019-2021**

at (Posta Plus Company) we demonstrate the ability to become our efficiency by using KPIS (Key Performance indicator's) because it's our reference to move on such as increasing quality to the higher score also Tracking shipment support Tickets using Digital service with our website.

**(Extensya) :Customer service Representative "Ar/En"**

**2017-2019**

at <https://www.jollychic.com> : Intensive supervision, follow up Cases, Quality monitoring, Convenience, accessibility, speed up, efficiency, reliability, security, adjust the KPI'S by increasing Quality, productivity, Satisfaction rate score, handling call by FCR.

**(Abu-Shakra Trading Company)**

**2017**

**I was Management Information System Officer.**

**(Certificate from Specialty Hospital)**

**2014-2016**

↳ 2 Years as Accountant [I was working as Accountant in ER Accounting

Department (I was Customer Service + internal Auditor of Bills, items Sheets, Medical Approvals, Any Nurses Orders, etc...)

**(Certificate from Ibn al Haytham Hospital)**

**2011-2014**

↳ 3 years as Accountant, I was working as a High level Data entry including

Accounts Payable + Accounts receivable + invoices auditing.

## Career Objectives:

↳ Understanding of management accounting and end to end accounting process (AP, AR, bank recs, accruals, prepayments, and depreciation/FA).

↳ Develops the organization's learning process

balances of selected accounts to effectively manage multiple priorities.

↳ Institutes effective training strategies; and identifies learning and development needs.

↳ Promotes and conducts development programs for employees and leaders.

↳ Demonstrated ability to initiate and structure on capitalization practices.

↳ Participates in excellence programs that are related to learning & development.

↳ Incorporates e-learning techniques in the scope of the L&D function.

↳ Promotes importance of learning and ROI & ROT to stakeholders.

↳ Promotes knowledge management.

↳ Incorporates e-learning techniques in the scope of the L&D function

## Educations

- Bachelor degree from *Applied Science University*, in Finance & Administration in Hospitals.(2011) GPA = (73.1)
- *Al-EtiHAD secondary school, Amman, Jordan tawjihi* :(graduation date :Jul 2006) GPA (70.1)

## Skills

↳ Experience interfacing with corporate and liaison offices.

↳ Advanced Networking Skills / Advanced Computer Skills/High level Data Entry.

↳ Medical Terminology

↳ Skills of Medical Approvals by using "Telephone or fax" Between Consumer Insurance and his Medical Service by a calling and answering in order to improved patients service, as a fast method and easy, flexible.

↳ Advanced MS Office skills such as Excel, Word, Power Point, Access, Publisher, Project, Visio, One Note, Outlook.

↳ English skills / IELTS Academic

↳ Ability to work on Visual Basic .Oracle,ERP,SAP system.