

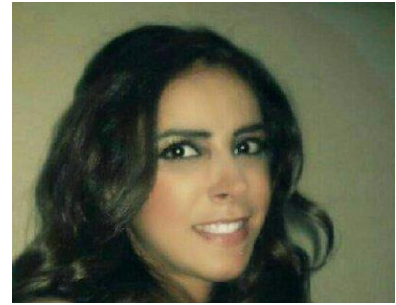
Curriculum vitae

Ruqaya Tala'at Al Ja'afreh

Industrial engineer

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Objective

An Industrial Engineer with hands on practical experience in sales operations and business development, seeks an opportunity to become part of an active team in where I can develop new skills and build upon my education and work experience in order to gain knowledge, have a successful career path and to make a positive contribution in areas related to Management Consulting, Feasibility Studies, Planning, Procurement, Pricing Strategies, Impact Assessment and Energy Saving Improvement, Logistics.

Personal Details

- ❖ *Nationality: Jordanian*
- ❖ *Date of Birth: 21Oct 1990*
- ❖ *Marital Status: Single*
- ❖ *Gender: female*
- ❖ *Driving License: Jordan*

Educations and qualifications

- ❖ *2008- 2013 Bachelor's degree in Industrial engineering– university of Jordan*
- ❖ *2008 High school from Eskan AlJama'a secondary school – Jordan, Amman.*

Key Skills

- ❖ *Analytical thinking and creative solving skills, motivational skills.*
- ❖ *Short time learning ability.*

- ❖ *Strong organization and communication skills.*
- ❖ *Ability to work in a team environment and independently.*
- ❖ *Ability to handle multiple tasks and work under pressure.*

Work experience

❖ Business Developer Officer

Dynamics Innovations Jun 2015 – Present

Responsible for developing new deposit, loan and merchant business for a specific target market of small to medium size businesses and business professionals. As well as assisting the Business Development Manager in performing various managerial functions of the department as directed, providing a superior level of customer relations and service.

Duties:

- Responsible of account management for the company's current customers such as but not limited to (payments collection, customers satisfaction, annual maintenance contracts renewal...etc.)
- Scan the new customers in order to create a healthy sales pipeline.
- Manage Microsoft partnership with Microsoft Partner Account Manager (PAM) in a monthly basis and as needed.
- Develop the company business using all the available tools (Market position, open new sectors, open new channels).

❖ Sales Operations Specialist

OPTIMIZA January 2014 – December 2014

Responsible for work closely with cross-functional teams to drive processes and procedures to support the strategic direction of the Sales and Marketing organizations. Also relentlessly pursue of the highest level of data quality and maintenance of the databases on a regular basis.

Duties:

- Provide ad hoc reporting and analysis around key initiatives and planning periods. Maintain a portfolio of reports to ensure that reporting efforts are not duplicated.
- Support functions essential to the Sales team's productivity to build strategy, analytics, process and tools that accelerate our performance.
- Manage weekly and quarterly reporting for the sales and customer success teams as well as executive meetings and board meeting preparation.
- Assess the situation at the company.
- Define the issues & bottlenecks in the sales process
- Propose an action plan to overcome the challenges.
- CRM administrator.

❖ Promoter and Usher

Go Direct Company January 2009 – December 2012

Responsible for promoting the features of a product to an audience or client. Shows how product works, takes questions, and attempts to persuade consumers or clients to buy product.

Duties:

- Market product to clients or companies who have displayed an need for the product.
- Show how product is best-used.
- Answer questions about product.
- Discuss pricing tiers with customers.
- Give product samples.
- Set up booths, including pictures and samples.
- Tell customers why product is better than competitors.
- Recommend product improvements to maker.
- Produce coupons and informational brochures.
- Take orders from companies for products.

Computer software and programming

- ❖ *Microsoft office*
- ❖ *CRM system*
- ❖ *AutoCAD*

Languages

- ❖ *Arabic: Mother tongue*
- ❖ *English: High Intermediate*

Certifications

Strategic Procurement Management / Jordan Engineers Association

Membership

- ❖ *2009 Representative from university of Jordan in Edutex" و المعرض الدولي للتعليم و التدريب".*
- ❖ *2011 Member in friendship and peace club in the University of Jordan*
- ❖ *2012-till now Volunteer at the spirit of Jordan.*

References

Upon request.