

Eman Awwad

Business Administration

+962795205480 | nanasultan6699@gmail.com

Amman, Jordan | [linkedin.com/in/eman-awwad](https://www.linkedin.com/in/eman-awwad)

Dedicated and results-oriented professional with a Diploma in Business Administration and practical experience in administrative support, data entry, and customer service. Adept at handling multiple tasks efficiently, working collaboratively in team environments, and maintaining high standards of accuracy. Seeking to contribute to a dynamic organization through strong communication, organizational, and problem-solving skills.

Education

AL-Balqa Applied University

2021

Diploma in Business Administration

Work Experience

Data Entry & Administrative Support Intern

Ministry of Health – Health Insurance Department | Amman

Aug 2024 – Feb 2025

- **Managed subscriber data:** Entered, updated, and maintained electronic health records.
- **Facilitated admin tasks:** Printed health cards and processed official mail and documents.
- **Supported service flow:** Directed clients and ensured efficient handling of paperwork.

Call Center Trainee

Al-Istiqlal Hospital, Amman

2023

- **Delivered front-line support:** Handled inbound calls and guided patients with inquiries.
- **Practiced CRM tools:** Learned healthcare-specific systems for customer interaction.
- **Built communication skills:** Strengthened active listening and patient engagement techniques.

Field Training Intern

Ministry of Industry, Trade, and Finance

2021

- **Supported document workflows:** Processed and filed administrative forms and records.
- **Contributed to office operations:** Assisted in daily clerical tasks and data handling.
- **Engaged with public services:** Gained insight into government processes and communication.

Courses & Certifications

- **Typing and Data Entry Course** – MFA
 - **Field Training (120 hours)** – AL-Balqa Applied University
 - **Behavioral Trends Change Towards Political Participation** – GIZ
 - **Electronic Marketing Basics / E-Marketing** – PLAN
 - **Job Search Skills** – BDC
 - **Soft Skills & Gender-Based Violence Awareness** – EFE
 - **Call Center Training** – EFE
-

Core Competencies

- **Data Entry & Typing:** Accurately inputting, updating, and managing digital records with speed and precision.
- **Microsoft Office (Word, Excel, PowerPoint):** Proficient in creating documents, spreadsheets, and presentations for business tasks.
- **Time Management:** Effectively prioritizing tasks and meeting deadlines in fast-paced environments.
- **Communication Skills:** Conveying information clearly and professionally, both verbally and in writing.
- **Team Collaboration:** Working cooperatively with others to achieve shared goals and maintain team harmony.
- **Flexibility & Adaptability:** Adjusting smoothly to new challenges, changes, and work environments.
- **Creative Thinking:** Offering innovative ideas and solutions to improve processes or solve problems.
- **Continuous Learning:** Always seeking opportunities to grow professionally and develop new skills.
- **Administrative Support:** Assisting with office duties such as filing, organizing, and handling correspondence.
- **Customer Service:** Ensuring client satisfaction by addressing needs and resolving issues professionally.
- **Problem Solving:** Identifying issues quickly and implementing practical solutions effectively.
- **Attention to Detail:** Ensuring accuracy and quality in every task, especially when handling data and documents.

Languages

- Arabic – Native
- English – Good