

Hashem Mohammad CV

+962797908718 - hashem00073@gmail.com - Jordan, Irbid

PROFESSIONAL SUMMARY

Versatile and results-driven Data Entry Specialist, Call Center Professional, and Team Coordinator with over 6 years of extensive experience in Financial Trading & Market Analysis. Proven track record in customer support, team leadership, workflow organization, and employee training. Adept at leveraging Computer Operations, Artificial Intelligence tools, and Fast Learning capabilities to streamline operations and elevate productivity. Experienced in delivering structured trading courses and coaching team members for peak performance.

EDUCATION

General Secondary Education Certificate (Tawjihi) | 2025

PROFESSIONAL EXPERIENCE

CFI Jordan

Call Center Representative & Customer Support | 1 Year

- Handled high-volume customer inquiries professionally, ensuring fast resolution and accurate guidance.
- Managed, entered, and organized complex datasets with maximum confidentiality and compliance.
- Coordinated team activities, structured task distribution, and optimized daily operational workflows.
- Maintained exceptional resilience under heavy pressure and extended working hours when required.

Financial Trading & Market Training

Senior Trader & Trading Instructor | 6 Years Experience

- Accumulated 6 years of hands-on experience in financial market analysis, trading strategies, and risk management.
 - Designed and conducted training courses in financial trading, acting as an instructor and mentor for aspiring traders.
 - Trained students on technical analysis, market entry/exit execution, and emotional control during volatile market conditions.
-

KEY ACCOMPLISHMENTS & PROFESSIONAL TRAINING

Specialized Certifications & Courses

- Artificial Intelligence (AI) Applications:** Trained in utilizing AI tools to optimize data processing and workflow automation.
- Team Leadership & Task Delegation:** Completed professional courses focused on employee management, effective leadership, and workload distribution.
- Human Resources Management (HR):** Gained solid understanding of organizational behavior, staff training, and team dynamics.

- **English Language Proficiency:** Advanced communication skills suited for international work environments.
 - **Applied Psychology & Behavior:** Specialized training in interpersonal interaction, emotional intelligence, and stress management.
-

CORE SKILLS

- **Computer & Technical Proficiency:** Advanced Computer Literacy | Data Entry & Formatting | AI Tools & Technologies | Basic Programming Concepts
 - **Trading & Instructional Expertise:** 6+ Years Financial Trading | Technical & Fundamental Analysis | Course Delivery & Mentorship
 - **Leadership & Management:** Team Leadership & Supervision | Employee Relations & Coaching | Task Distribution & Delegation
 - **Soft & Personal Skills:** Fast Learning & Adaptability | Excellent Customer Service | Emotional Control & Calmness | High Resilience Under Pressure | Time Management
-

LANGUAGES

- **Arabic:** Native Language
- **English:** Intermediate Level