

MIRNA ALZOUBI

Location: Irbid, Jordan

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ABOUT ME

An adaptable professional with practical experience in customer support, client relations, and operations. Known for strong communication and organizational skills, with the ability to deliver results even under pressure.

WORK EXPERIENCE

SOCIAL MEDIA & TECHNICAL SUPPORT AGENT

JUN-2023 – PRESENT

Remote / Irbid, Jordan

- Managed daily communication with users to address inquiries and troubleshoot technical issues.
- Articulated service features clearly to prospective clients, facilitating seamless onboarding.
- Maintained consistently exceptional customer satisfaction standards.

CUSTOMER SERVICE REPRESENTATIVE / CREW MEMBER

AUG-2022 – SEP-2023

McDonald's, Irbid

- Delivered high-quality customer service in a fast-paced, high-volume operational setting.
- Managed order processing, addressed inquiries, and resolved customer issues with professional diplomacy.
- Collaborated with a team of 10+ members to optimize workplace productivity.

EDUCATION

DIPLOMA DEGREE

OCT-2018 - NOV-2020

Al-Balqa Applied University - BAU Irbid

- Passed the Comprehensive Exam (Al-Shamel) with an "Excellence" Grade.
- Developed strong numerical skills, structured logical reasoning, and academic discipline.

LANGUAGES

- **Arabic:** Native / Advanced
- **English:** Intermediate

COURSES

Entrepreneurship & Business Development Training

Business Development Center (BDC) | 2018

SKILLS

- **Microsoft Office:** Professional level in Word, Excel, PowerPoint
- **Customer Service & Relations:** Client Communication, Order Processing & Data Entry
- **Soft Skills:** Analytical Problem Solving, Adaptability, Team Collaboration
- **Digital:** Social Media Tools & Digital Platforms