

# Yazan Nimer

## Experience

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### Customer Relation Management Specialist – 02/2017 to Present

#### Ivy Hygiene Solutions

- Improve, execute, and effectively communicate significant analyses that identify meaningful trends and opportunities across the business.
- Interpret data, analyze results using analytics, research methodologies, and statistical techniques.
- Building and maintaining profitable relationships with key customers. Overseeing the relationship with customers handled by your team.
- Resolving customer complaints quickly and efficiently.
- Gathered data for comprehensive customer service analysis done by executive team.

### Customer Support Coordinator - 06/2016 to 01/2017

#### Ivy Hygiene Solutions

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.

### Logistic officer - 10/2015 to 06/2016

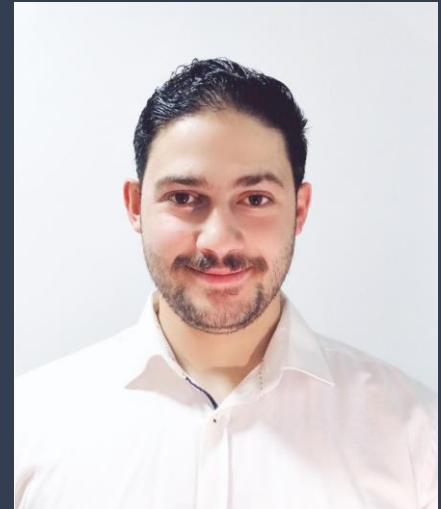
#### Ivy Hygiene Solutions

- Carry out packing, crating, and warehousing, and storage duties in preparation for site-specific program and shipment.
- Oversee customer-based queues and plan and allocate tasks to meet configuration requirements.
- Manage and maintain inventory to operating levels to avoid supply.

## Core Qualifications

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- Gathering and analyzing data.
- Interpreting gathered data.
- Submitting reports to the relevant department heads and management.
- Finding patterns and trends in the analyzed data.
- Helping the management and other teams draw business goals and needs.
- Establishing new data gathering and analysis techniques within the organization.
- Formulating procedural manuals for all departments.
- MS Office Professional.
- Experience performing various forms of online research.



## Personal Info.

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Date of birth: 22-09-1993

Address: Amman, Jordan.

## Education

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Bachelor's degree of Computer Science, The Hashemite University.

Studying master's in business informatics The University of Jordan.

## Highlights

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- Excellent in Microsoft office
- Very good in English.
- Mastery in data analysis.
- Team Worker.
- Solution Maker.
- Smart worker.