



ABDALLA JOUDEH

MARKETING EXECUTIVE

PERSONAL PROFILE

A Marketer who has aim to maximize profits through developing sales strategies that match customer requirements and by promoting products, services, or ideas, develop and oversee marketing campaigns to promote products and services

SKILLS & ABILITIES

- Communication, network, and negotiation.
- Leadership skills
- Business communication skills
- Project Management
- Social media
- Analytical skills

CONTACT INFORMATION

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PERSONAL PROFILE

To secure a position as a public relations/ marketing professional in order to utilize my administrative, marketing, and interpersonal skills with accuracy and efficiency while maintaining a motivated, productive, and goal-oriented environment for the entire professional team on board.

EDUCATION

Al-Ahliyya Amman University
September 2016 – May 2020

EMPLOYMENT HISTORY

Call Center Representative

Dubai Health Authority (DHA) under
Teleperformance (DHA Project)
January 2022 – Present. Dubai, UAE

- Managing large amounts of inbound and outbound calls in a timely manner
- Following call center "scripts" when handling different topics
- Identifying customers' needs, clarify information, research every issue and providing solutions
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

Debt Collector Team Leader

SPEED MANAGEMENT DEBT COLLECTION
February 2020 – Present. Abu Dhabi, UAE

- Supervise and manage a team of collectors to ensure that collection targets are met.
- Manages all daily operations for the Collections Department.
- Improves collection efforts by identifying, analyzing, and recommending loss litigation opportunities.
- Ensuring professional relationships are established and maintained with clients and attorneys
- Implement collection strategy, techniques, and procedures at various delinquent stages of the accounts as per policy laid down by the bank.
- Review the collections strategy regularly and train collectors to ensure that the collection techniques change with change in the legal and economic
- Ensure that the team targets are met on monthly basis.
- Negotiate with the customer wherever applicable and reach out for a settlement in consultation with the Head, Collections.
- Ensure that the collection process is carried out within the framework of the code of conduct and keeping in mind the reputation of the bank. Emirates branches and reduce outstanding by numbers and amounts.
- Negotiating with customers (Within UAE) and reach a Settlement agreement which will be acceptable for our clients to close the deal.
- Discussing with our clients any issues and keeping a good relationship with all Clients.
- Preparing different types of MIS and reports (Collection Expectation Report, Collection reports & Performance Reports) daily, weekly, and monthly wise and submitting higher authorities on their demand.

Real Estate Agent (Sales and rentals)

ISLAND FALCON PROPERTY MANAGEMENT
July 2019 – January 2020 Abu Dhabi, UAE

Coordinate appointments to view properties to prospective buyers and explained about the features and costs. Provided suggestions to clients on home renovations, market trends and mortgages. Mediated between seller and buyer to negotiate property price. Prepared purchase documents and closing documents for clients. Completed loan paperwork and purchased documentations for clients. Excelled in client development, public relations, customer follow-up and property management.

Public Relations Assistant

BEYONCE GROUP
March 2018 – July 2019 Amman, Jordan

- Planning publicity strategies and campaigns. Writing and producing presentations and press releases. Dealing with inquiries from the public, the press, and related organizations.
- Help to create and distribute promotional materials for clients.
- Organizing and attending promotional events such as press conferences, open days, exhibitions, tours, and visits.
- Provide general support to public relations departments by completing tasks such as filing, copying, and answering the phone.
- Assemble press kits, send out customer surveys, assist in creating marketing campaigns, oversee social media content and conduct media research.