Faten Fuad Zeidan

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Personal Information

**Nationality : Canadian / Jordanian**

**Date of Birth : November 19th, 1984.**

**Marital status : Single**

Career Highlights

* English (fluent: Speaking, Writing & reading) and Arabic (mother tongue)
* Working experience in Canada for four years.
* Computer literate (Microsoft Word, PowerPoint, and Excel 2003/2007, Internet Explorer 8)
* Ability to work in a team and to share information.
* Can communicate ideas effectively to others.
* Able to interpret written instructions well.
* Can understand and contributes to team goals.
* Can exercise “give and take” to achieve group results.
* Always punctual.
* Able to organize and distribute my time effectively while completing several tasks.
* Plan and organize activities to meet deadlines.
* Handle interruptions and changes and can still meet goals.
* Respect the thoughts and opinions of others.
* Possess excellent problem solving skills.
* Can think of immediate solutions in response to unexpected problems.

Education

**Carleton University, Ottawa, ON , Canada** September 2004 ‐ June 2008 **Bachelor Degree in Criminology and Criminal Justice**

Concentration in sociology and psychology

Additional Courses

* Finger prints identification and development
	+ Algonquin college-Ottawa, Canada.
* Physical evidence & crime scene re-construction
	+ Algonquin college-Ottawa, Canada.
* Spanish Language course-level 1 (Basic)
	+ Algonquin college- Ottawa, Canada

**Certificate**

Certified in UAE International computer driving license (ICDL).

Work Experience

* **Customer Service Advisor**

**MAWAQIF (IMUM), Abu Dhabi ,UAE (Mar 16th,2011-Up To Date)**

 - Dealing with customers and advising them on parking issues and complaints procedure

 - Providing an effective customer care to the customers and clients by responding to all their

 queries with professionalism and urgency.

 - Complying with receipting and cash handling procedures, and ensuring all paperwork are

 reconciled.

 - Ensure all cash and credit card payments are reconciled and reported to the supervisor at

 the end of the shift.

 - To comply with all procedures relating to the issue and administration of permits, dispensations

 and or suspensions ensuring accuracy of the details inputted.

* **Customer Services & Sales Associate .**

**1- Oblige women’s fashion, Ottawa, Canada. (November 2009- November 2010)**

-Managing the overall sales of the stores, Auditing cash balances, providing customer services , stocking

merchandise.

* **Customer Services Officer – (Oct.1st , 2008 – Nov.3rd ,2009)**

**Gardenia landscaping & site management. Ottawa, Canada.**

-Interact with customers efficiently and pleasantly, maintain an organized and tidy working area.

-Ensure or report, circulars and administrative matters routed to concerned staff members in efficient

and timely manner. Respond efficiently to customers complaints.

* **Teacher** **(Oct 2004–Feb 2005)**

**Al-Noor Arabic School, Ottawa, Canada.**

 - Supervised and facilitated the class, organized and administered school activities, provided

 assessments of students’ exam papers, and conducted classroom counseling.

* **Independent Sales Representative | (Sep 2003–Mar 2004)**

**AVON Company, Ottawa , Canada.**

 Assessed the cosmetic needs of customers, advertised and promoted AVON products, placed

 and delivered online orders, followed up with client-base. Skills

Hobbies

Reading, Internet searching, as well as watching documentaries on precuts featured in the market and on forensic related issues.

References: Available upon request.