

Lara ALShedi

Customer Experience Enthusiast | Aspiring Digital Marketer

Amman, Jordan
(+962) 799192443
tamimilara@gmail.com

EXPERIENCE

Cross Jordan, Amman — Customer Experience Officer

June 2022 - Feb 2023

Responsibilities:

- **Drive Sales:** Prospect for new leads, qualify leads, and close deals to achieve sales targets.
- **Provide Exceptional Customer Service:** Build and maintain strong relationships with customers to understand their needs and exceed their expectations.
- **Analyze Customer Experience:** Analyze customer feedback and data to identify trends and opportunities for improvement in the customer experience (CX).
- **Develop CX Strategies:** Develop and implement CX strategies focused on increasing customer satisfaction and loyalty.

Space for TAP internship

MONTH 20XX - MONTH 20XX

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Space for second Tap internship

MONTH 20XX - MONTH 20XX

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EDUCATION

Hashemite University, Zarqa — Athletic Training

2017 - 2021

Developed expertise in injury prevention, rehabilitation, and sports medicine to prepare athletes for optimal performance and recovery.

SKILLS

- Content creation
- Social media marketing
- Marketing automation
- Problem-solving
- Feedback analysis

AWARDS

-Hult Prize Competition (Hashemite University) - 3rd Place (2019)

Brief description :The Hult Prize is a worldwide student competition that challenges university teams to solve the most pressing global issues with viable business ideas.

LANGUAGES

- Arabic
- English