

Name: *Ruba Daghmish*

Date of Birth: 29/12/1973

Place of Birth: Amman / Jordan

Nationality: Jordanian

Marital Status: Single

Address : Amman –Jordan

Mobile: 00962 787929292

E-mail ruha_dughmosh@hotmail.com

Objective:

To bring to your organization enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my skills obtained through experience.

Education:

- B.A. in Computer programming.

Courses & Training taken included:

- Export Development and Coaching Programme
- Market Intelligence Training (MI)
- Export Marketing Plan Training (EMP Training)
- Selling skills training course
- Effective Trade Fair Participation
- Market Access Requirements
- Critical thinking and problem solving
- Computer Application for business
- Financial Accounting

Experience:

Jordan Olive Products Exporters Association

CEO, 2010 still active

Management function as follows :

Planning

- Creates annual operating plans that support strategic direction set by the board and correlate with annual operating budgets; submits annual plans to the board for approval

- Collaborates with the board to define and articulate the association vision and to develop strategies for achieving that vision
- Develops and monitors strategies for ensuring the long-term financial viability of the association
- Develops future leadership within the association
- Promotes a culture that reflects the association's values, encourages good performance, and rewards productivity
- Hires, manages, and fires the human resources of the association according to authorized personnel policies and procedures that fully conform to current laws and regulations
- Oversees the operations of association and manages its compliance with legal and regulatory requirements
- Creates and maintains procedures for implementing plans approved by the board of directors
- Ensures that staff and board have sufficient and up-to-date information.
- Evaluates the association's and the staff's performance on a regular basis

Management

Marketing and PR

Community Relationships

Programmatic Effectiveness

Fund Raising

New Generation for Integrated systems

Sales Representative , 2009-2010

Elite Systems, INC

Data Entry, 2007-2008

Verified accuracy of data, compiled spreadsheets by combining data from various systems.

Software Trainer, 2007-2008

Provide software training and consulting to the Legal and corporate markets.

Coordinate consulting projects.

Manage training staff.

Create and maintain staff schedules.

Create and present boot camps in new software.
Create, customize and maintain outlines for all classes to be presented.
Train trainers in all new features of software and classroom presentation.
Train and coordinate Help Desk staff.

Arab Co. for Medical & Agriculture Products

Customer Service and Sales Representative, 1996 - 2004

Prepared daily sales invoices and orders.
Handled sales conference calls and follow-ups to develop and pursue new business accounts.

Provision of service to customers before, during and after a purchase.
Answered inbound calls in support of customer needs. Conveyed in a reassuring manner step by step instructions to resolve application issues. Reviewed and issued audits on account information and processes. Performed queries in multiple databases.

Skills

- Microsoft Office software & the Internet- Expert.
- MS Word, Excel, Access, Power Point, MS Project, Project Workbench and Lotus Notes- Expert.
- Problem solving
- Communication team player skills
- Conflict management
- Interpersonal skills
- Planning and organization
- Leadership and motivation skills
- Initiative
- Good command of English