SADEEN ALMUGHRABI

Business Administration Graduate | HRMS Trainer & Support Specialist

Amman, Jordan | LinkedIn: Sadeen Almughrabi

📞 +962 797063561 ✉️ Sadeenalmughrabii@gmail.com

PROFESSIONAL SUMMARY

Business Administration graduate with hands-on experience in HRMS implementation, customer training, technical support, quality assurance, sales, and social media management. Skilled in understanding client needs, delivering effective solutions, and ensuring successful system adoption. Strong communication, problem-solving, and teamwork skills, with a creative background in graphic design. Passionate about continuous learning and delivering high-quality results.

PROFESSIONAL EXPERIENCE

HRMS Trainer & Support Specialist

August 2025 – Jul 2026

- **Trained customers on Menaitech HR solutions including MenaHR, MenaPAY, and MenaTA.**
- **Conducted user training sessions and system demonstrations.**
- **Supported customers during implementation and onboarding phases.**
- **Provided ongoing customer support and issue resolution.**
- **Assisted clients i n adopting and effectively using HRMS solutions.**
- **Worked on-site with Zain Jordan as part of the implementation and support team.**

Tele Sales, Quality Officer, Collections & Archiving

Zain Jordan

- **Promoted company products and achieved sales targets through customer engagement.**
- **Built strong customer relationships and provided payment support.**
- **Evaluated Welcome Calls, prepared quality reports, and delivered performance feedback.**
- **Managed sales contracts and maintained accurate customer records.**
- **Ensured compliance with company policies and operational procedures.**

Graphic Designer & Social Media Specialist

IEZTEK
January 2024 – July 2025

- **Designed creative marketing materials and branding content.**
- **Managed social media accounts across multiple platforms.**
- **Scheduled and monitored social media posts.**
- **Developed marketing strategies to improve brand awareness.**
- **Increased audience engagement through creative content planning.**
- **Produced promotional materials using Adobe Illustrator and Photoshop.**

EDUCATION

Bachelor of Business Administration
The University of Jordan 2020 – 2024

CERTIFICATIONS

- **Certified Human Resource**
- **Certified Adobe Illustrator**
- **Certified Adobe Photoshop**

PROFESSIONAL KNOWLEDGE

- **Strong understanding of Human Resource Management Systems (HRMS).**
- **Time management & Multitasking.**
- **Fast learner with adaptability to new systems.**
- **Experienced in customer onboarding and system adoption.**
- **Excellent customer service and relationship management skills.**
- **Familiar with sales operations and customer retention techniques.**
- **Experienced in collections and payment follow-up processes.**
- **Creative in graphic design using Adobe Illustrator and Photoshop.**
- **Able to work effectively under pressure while managing multiple tasks.**

LANGUAGES

- **Arabic — Native**
- **English — Good**