



CURRICULUM VITAE

(Masa Hashem Nayef Younes)

General information:

- *Date of birth: Feb.1, 2000
 - *Sex: Female.
 - *Marital Status: Single.
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Education:

1. Al Fatimiya Secondary School / General Secondary Education Certificate/
Entrepreneurship and business Section / Tawjihi Average 98.3 . (2016-2017)

2. An-Najah National University/ **Bachelor's degree in Management
Information System**

with High academic marks average of **3.75** which is equal to
A in the American system (2017-2021) ,the graduation project is about Artificial
Intelligence application: Expert System & Knowledge Management.

Work Experience:

* Sales Representative (Internship) at Be Academy training center (11 January
2021 — 1 April 2021)

* E-marketing Specialist at M&F Global Marketing Ltd (July 2021 - September
2021)

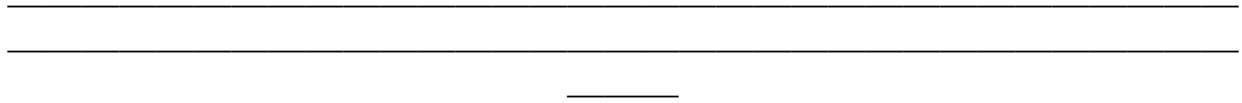
* Lecturer at An - Najah National University - Hisham Hijjawi College -
Department of Engineering and Computing Professions (September 2021 - Now)

Training

*Sales on phone - Training for work - American English Central for English Learning - Al-Bireh - June 2021.

*Operation Management - Training for work - Be Academy Training Centre (Jan 2021).

*Social Marketing basics certification - Injaz Al-Arab partner with Google (Dec 2020 — Dec 2020).



Skills and interests

1. Jira - Issue & Project Tracking Software -Atlassian Good Knowledge .
2. Confluence Software Good Knowledge .
3. Data Analysis via Spss.
4. Customer Relationship & Customer support & Customer Care Management.
5. Data Warehousing.
6. Data Mining in Rapid miner.
7. Business Intelligence & Business analytics & Business Solutions.
8. Customer relationship management via Bitrix24 CRM system.
9. Enterprise Resource Planning ERP through Oodo.
10. Knowledge in Google Analytics.
11. Information Technology Sales.
12. Fast (SLC) software learning curve.
13. Knowledge in Tora System for Operation Management
14. Management Information system Reports.
15. Knowledge in SmartSheet Software.
16. Full Computer skills (MS Office).
17. Event Management Skills.

18. Knowledge in MS Project Management.
19. Information Solution Sales.
20. Professional Computer Data Entry
21. Knowledge in digital marketing.
22. Information technology Sales and Marketing
23. Internet Marketing.
24. Reporting in appropriate time, with appropriate data to appropriate person.
25. End User Support.
26. Direct Sales and Direct Marketing.
27. Excellent English Language.
28. Excellent communication skills.
29. Strong Analytical and problem solving skills.
30. Decision making skills.
31. Strong written communication skills .
32. leadership skills.

Volunteering

1. Pre Member of Social Media Club-Palestine
2. Pre volunteer in Al Najah National University social Service Center.
3. Pre volunteer in Sanad NGO for disable.

Referees:

- Dr. Maher abu baker (abubaker@najah.edu) 059-979-6679.
- Dr. Mohammed Dwikat (dwikatmo@najah.edu) 059-986-8515.
- Dr. Raed Dwikat (r.dwikat@najah.edu) 0599588766.
- Sudqi Abu Dhier (Sudqiabudhier@gmail.com) 059-455-5078 .