

## Sarah Jabr

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## SUMMARY

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As a recent MIS graduate, I have a solid foundation in both business and technology and have led numerous projects to improve efficiency through innovative solutions. I have demonstrated my ability to streamline processes and implement effective IT strategies. I am passionate about using technology to solve complex business problems and aim to drive growth and efficiency in a dynamic organization.

## EXPERIENCE

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### Trainee in the Customer Service and Finance Department

Jun 2023-Jul 2023

At Arabic Islamic Bank.

Qalqilia, Palestine

- Managed customer accounts and provided personalized financial advice, contributing to a 10% growth in account retention and customer loyalty.
- Activating banking application, which helped improve data accuracy and increase the rate of use of digital services by 15%
- Identifying the POS service and automating the process of accepting payments for merchants, which improved the accuracy of accounts by 10%.
- Opening current and savings accounts, which helped increase the number of new accounts by 15% and improve customer satisfaction.
- Reactivating dormant and closed accounts, which contributed to increasing the number of active accounts by 10%.

## EDUCATION

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### An-Najah National University, Nablus, Palestine.

Bachelor's Degree in Management Information System.

Jul, 2024

Human Resource Management System for Nablus Charitable Medical Complex (Graduation Project)

Centralized and automated HR processes, reducing manual paperwork by 30%.

### Abu-Ali Iyad School, Qalqilia, Palestine, GPA (94.7).

Jun,2020

## SKILLS

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- Programming Languages: HTML, CSS, PHP.
- Database Management: SQL.
- System Analysis and design: UML, BPMN, ER diagram.
- Data Warehousing, ETL, Data Mining .
- Machine Learning and Deep Learning.
- Developed Enterprise Resource Planning System.
- Business Reporting, Data Visualization.
- OLAP Analysis.
- Customer Relationship Management.
- Data Analysis: SPSS.
- Master the creation of graphic designs and posters for social media marketing.
- Advanced Microsoft Office: Word, Excel, Access, MS project.
- Communication, Teamwork.
- Problem solving, Time management.
- Leadership, Adaptability.

## LANGUAGES

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- Arabic (Native).
- English :Reading (Advanced), Writing(Advanced), Speaking(Intermediate).