

Dania Alkaabna

Operations Management & Customer Service Excellence

San Diego, CA 92105

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Dedicated, Customer Oriented, Looking to be committed to a New Great Family and Awesome work!

Multi Tasker, Multi Cultured , Team Player, Customer Service and Operations Oriented.

available to work immediately!

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Prime Now Associate

Amazon - San Diego, CA

September 2021 to Present

Area Operations Manager

Alkaabna Commercial Centers & Real Estates - Amman JORDAN

January 2011 to Present

Family Business

Food & Beverage Service

Wolfgang Puck Catering (Total Success) - Los Angeles, CA

October 2018 to June 2019

(2019):

- Oscars Academy
- The Governor's Choice Awards
- Kids Choice Awards
- Sony
- UCLA
- HILTON hotels & groups events
- L.A Live
- USCA

Shift Supervisor

Pressed Juicery - Santa Monica, CA

October 2018 to March 2019

Operations, Commercial & Customer Service Director Assistant

International Airport Group (AIG) - Paris Aéroport

November 2013 to January 2018

Launched A new Terminal with FULL Operations (QAIA Project / Airport International Group) and wins
Best Airport by Size and Region: Middle East
For the Customer Service and ISO Quality for 5 years

Client Relationship Executive

Escape the Room - JORDAN - Jordan, MN
2018

Legal Translator

AMIDEAST, FreeLance
2012 to January 2014

Education

Bachelor's in Arts & Languages

IP University - Amman
2010

High school or equivalent in International Computer Driving License (ICDL)

UNISCO - Amman, JO
2005

Euro College in Political & Diplomatic relations

2010

Skills

- CRM Software (5 years)
- Microsoft Office (10+ years)
- Customer Service Excellence (10+ years)
- Up Sales (10+ years)
- Operations Management (10+ years)
- Inventory Management
- Training & Development (10+ years)
- Front Desk (4 years)
- Shift Supervisor (5 years)
- Food Service
- FOH Management (5 years)
- POS (5 years)
- Restaurant Management (5 years)
- Time Management (4 years)
- Computer Literacy (10+ years)
- Retail Management
- Translation

- Management
- Assistant Manager Experience
- Supplier Management (5 years)
- Budgeting (5 years)
- Calendar Management (5 years)
- Supervising experience
- Customer service
- Merchandising
- Sales Management
- Catering
- Public Relations
- Purchasing
- Negotiation
- Banquet Experience (2 years)
- Typing (10+ years)
- Office Management
- Profit & Loss

Links

<http://www.linkedin.com/in/DaniaAlkaabna>

Awards

Inauguration the FULL Operations of the New QAIA International Terminal - ADP International, Paris De Airport.

2013

Overseas Projects QAIA by ADP Airport of Paris

Certifications and Licenses

Safe Serv. California Food Handler Certificate

2018 to Present

Californian Driver's License

Customer Service Excellence & Communication Skills

From IMD Integrated Methodologies for Development, JOR

Finance for Non Financials

Present

by Horizodns .JO

CDL Class A or B

Assessments

Restaurant Manager — Proficient

October 2019

Managing restaurant staff and meeting customer expectations.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

May 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Supervisory Skills: Interpersonal Skills — Highly Proficient

March 2019

Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes.

Full results: [Highly Proficient](#)

Supervisory Skills: Directing Others — Highly Proficient

December 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Highly Proficient](#)

Work Style: Reliability — Highly Proficient

May 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Work style: Reliability — Highly Proficient

May 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

4 Languages..