

CONTACT

✉ h.a.n96@hotmail.com

☎ +962 795 570 376

📍 Amman, Jordan

EDUCATION

Bachelor's Degree in
English Language and Literature
Princess Alia University College

2014 – 2018

Bachelor's Degree in
English Language and Literature
Princess Alia University College

2014 – 2018

TECHNICAL SKILLS

- Microsoft Excel
- Google Sheets
- Microsoft Word
- Google Docs
- Data Entry and Data Verification
- Internet Research
- Email Management
- ChatGPT and AI-Assisted Productivity Tools
- Microsoft Teams
- Zoom
- Basic Canva Design Skills
- File Management and Documentation

PROFESSIONAL SKILLS

- Excellent Written Communication
- Attention to Detail
- Time Management
- Organization and Task Prioritization
- Problem Solving
- Customer Support
- Remote Work Collaboration
- Multitasking
- Accuracy and Quality Control

LANGUAGES

- Arabic: Native
- English: Excellent
- Japanese – Basic (Beginner Level)

Haya Adnan Nofal

Remote Support Specialist | AI Content Evaluator | Virtual Assistant

PROFESSIONAL SUMMARY

English Language and Literature graduate with professional experience in English language instruction, international customer service, and customs clearance operations. Highly proficient in English and Arabic communication, with strong organizational skills, attention to detail, and experience handling administrative and customer-related tasks. Skilled in data management, online communication tools, and remote work environments. Seeking remote opportunities in AI content evaluation, data entry, virtual assistance, translation, and non-voice customer support.

WORK EXPERIENCE

English Language Teacher

May 2018 – Dec 2018

- Taught English language courses for elementary school students.
- Assisted students in improving reading, writing, listening, and speaking skills.
- Evaluated student performance and provided constructive feedback.

Customer Service Representative

Oct 2022 – Apr 2024

- Provided support to international customers for a delivery and logistics company.
- Handled customer inquiries and resolved issues efficiently.
- Maintained accurate records and ensured customer satisfaction.
- Communicated professionally with customers from different backgrounds.

Customs Clearance Operations

Apr 2024 – May 2025

- Processed customs clearance procedures and shipment documentation.
- Verified information and ensured compliance with required procedures.
- Managed administrative tasks related to customer orders and shipments.
- Maintained accuracy while handling documentation and data.

ADDITIONAL INFORMATION

- Strong internet research skills and ability to learn new tools quickly.
- Experienced in remote work, online communication, and time zone coordination.
- Committed to delivering high-quality work with attention to detail.