Curriculum Vitae
Samah Husam Abu Touq

Personal Information:

Mobile: 0777996931

Telefax: (+962-6) 5866028

E-mail: samah.abutouq@gmail.com

Place & Date of Birth: Saudi Arabia, 7th Feb 1984

Gender: Female

Nationality: Jordanian

Marital Status: Single

Address: St. Al Hashemein
Dair Ghbar, Amman, Jordan
P.O. Box 333 Amman 11732 Jordan

Profile and Objective:

I'm a friendly, loyal and dedicated individual who has ambition to succeed in any given environment. I love to learn and I'm always up to the challenge. I work efficiently both individually and in a team-work structure. I'm seeking a position where I can utilize my skills and abilities in the Information Technology industry, therefore achieving professional growth while being resourceful, innovative and flexible.

Education:

2001-2005	Bachelor of Computer Information Systems (CIS) Hashemite University, Zarqa-Jordan Average (2.9 Out of 4) Good.
2000-2001	High School Diploma (Tawjihi) Jawharet Al-Orobeh Secondary School, Amman-Jordan Scientific branch – average (85.8%)

Training Courses & Certifications:

Oct, 2004	OCP (Oracle Certified Professionals) training course in Computer & Communications Systems Company
Aug, 2005	MCSD (Microsoft Certified Solution Developer) training course in Webmasterstc Company.
Oct, 2009	"Lead Without Title" (Robin Sharma).

Working experience:

May, 2007 – Present   **Product & Community leader**
Jeeran,
Amman, Jordan

Job titles:

May, 2007 – Nov, 2007   *Customer Support Representative*
Nov, 2007 – Feb, 2008   *Premium Support Representative*
Feb, 2008 – Present   *Product & Community leader*

Job Description*:*

- Manage all steps of product life cycle and report to upper management.

- Define the product strategy and roadmap.

- Prioritize features, set and design each feature specifications.

- Be the link between developers, designers and QA team.

- Testing new services / features, reporting any errors/bugs, and providing feedback and suggestions about new features.

- Research competitive and global trends related to product.

- Leading the production of any online/offline promotion material.

- Follow up on metrics and web analytics to monitor page views and number of unique visitors on the site and report to managers and board.

- Responsible for the content on the site and how to improve its quality.

- Implement search engine optimization (SEO) standards on the site.

Jan, 2006 - Jan, 2007   **Technical Writer**
Documentation Department
Lead Technologies Inc,
Amman, Jordan

Skills:

- Familiar with Web Analytics Concept and how it works to monitor and follow up on the traffic, page views, unique visitor and site status in comparison to others. Also; some knowledge in Alexa and how it works to keep track of the portal and its global and regional ranks.

- Understanding of Search Engine Optimization technology and how it works to improve the site visibility and rank on search engines.

- Written and verbal communication skills.

- Teamwork skills.

- Web 2.0.

- Social networking.

- Think, behave, and control work and decision making in autonomous ways.

- Project planning using tools like: Mindjet, Basecamp, Unfuddle.

- Good knowledge in Microsoft Excel, Word and PowerPoint.

Languages:

- **Arabic:** Native Language.

- **English:** Speaking, reading and writing (Very good).

References:

Kindly contact me for this or any further information.