



Mohammad Aleriweh Alshawabkeh

Residence permit: 063J126R1 | **Work permit:** Portuguese | **Date of birth:** 22/04/1989 |

Place of birth: Saudi Arabia | **Nationality:** Jordanian | **Phone:** (+351) 925197625 (Home) | **Email:**

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● WORK EXPERIENCE

 **ACCENTURE** – LISBON , PORTUGAL

QUALITY ANALYST – 01/12/2021 – CURRENT

- Evaluated service interactions and ensured adherence to quality standards.
- Provided feedback and coaching to team members for performance improvement.
- Collaborated with training and management teams to streamline processes.
- I worked in all work models, Hybrid model, Fully remotely model and the regular model

 **ACCENTURE** – PORTUGAL

DIGITAL MARKETING – 06/10/2019 – 30/12/2021

Deep Diver – DCAT Reason Project (Concurrent Role)
Portugal | 2020–2021

- Conducted data categorization and analysis for AI training.
- Improved algorithm performance by contributing to structured content evaluation.

Customer Support – Digital Marketing
Accenture – Lisbon, Portugal | 2019–2021

- Assisted advertisers in campaign management and optimization.
- Troubleshoot account issues and supported clients in maximizing ad performance.
- Delivered excellent customer service in a fast-paced, multilingual environment.

 **THE MINISTRY OF EDUCATION** – JORDAN

ENGLISH TEACHER – 01/11/2011 – 20/01/2017

- Taught English to a wide range of student age groups and levels.
- Designed educational materials and evaluated student progress.
- Helped students prepare for exams and improve communication skills.

● EDUCATION AND TRAINING

01/10/2007 – 04/09/2011 Jordan

ENGLISH AND GERMAN LANGUAGES The University of Jordan

Level in EQF EQF level 6

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s): **GERMAN** | **PORTUGUESE**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

● **SKILLS**

customer service | communicate by telephone | train employees | keep task records | present reports | give constructive feedback