

# Curriculum Vitae

## Majdi Samara

Name:	Majdi Samara
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Date of birth:	20 January 1979
Place of birth:	Irbid-Jordan
Nationality:	Jordanian/Dutch
Marital status:	Single

## Work Experience

**2nd of March, 2015 - up to date: Booking.com company; Amsterdam-Netherlands.**

### Responsibilities:

- Translating accommodation brochures and property names in line with SEO requirements
- Translating policies and fine prints
- Translating Creating city blurbs in EN/AR

**1<sup>st</sup> Jan. 2014 - 1st of March 2015 : Booking.com company; Amsterdam-Netherlands.**

### **Language Specialist (LS)**

### Responsibilities:

- Create a commercial, localized content for the Arabic market;
- Provide commercial and creative translations from English into Arabic for website copy, app copy and promotional materials, including newsletters, to appeal to the Arabic market;
- Maintain the quality of the Arabic version of Booking.com, including conducting product checks and maintaining language specific tools, such as glossaries and style guides;
- Assist with localization projects in cooperation with other language teams and departments, such as language-based research and data collection and analysis designed to optimize the effectiveness of the website and the service offered to Arabic customers;

- Freelance management and support, such as evaluating the quality of translations for candidates, quality monitoring of the freelance translations, providing freelancers with consistent feedback.

**April 2012 till 31<sup>st</sup> Dec. 2013: Booking.com company; Amsterdam-Netherlands.**

**Customer Care Executive (CCE).**

Responsibilities:

- \*Handle pre and post reservation inquiries by phone, e-mail and fax;
- \*Handle sales requests by phone and e-mail;
- \*Modify, change and/or cancel existing reservations;
- \*Outbound calls to hotels/guests to arrangement special requests;
- \*Liaison between guest and hotel to resolve complaints;
- \*Manage relationships with hotels by providing high levels of customer service and account management support.

**May 2009 – 31 March 2012 Global data collection Company. (GDCC). Rotterdam-Netherlands.**

**Call center agent and agents evaluator (quality controller).**

Responsibilities:

- Conducting telephonic questionnaires with Arabic as well as English speakers in different Arabic and English speakers countries in regards to different topics mainly (social, political, economical and demographical).
- Conducting Telephonic questionnaires in the sense of various businesses for some well known brands (Exxon Mobil, Siemens health equipments, TNS:Taylor Nelson Sofress , Ernst and Young, Standard and Poor's).
- Evaluating agents concerning their ability to demonstrate the language they are hired for and sticking to the standards and the criteria given by the client, guiding them for optimum performance, providing feedback to agents as how to achieve the target, reporting the quality manager on daily and weekly basis over the quality level of employee, retraining employees who require necessary improvement.

- Translating questionnaires from English to Arabic, reporting clients (such as D3 and Niels) of the questionnaires outcomes and results.

**Oct 2007 – Oct 2008.      Bagir global innovative buying office (U.S).      Irbid-Jordan**

**QA in charge.                      Textile field (Mens/Ladies suits).**

Responsibilities:

- Managing the quality of the products from the raw material stage till the ready made wear stage and quality staff of 4.
- Preparing the daily; weekly and monthly reports of quality and report the high management of the plant.
- Assuring that the products and samples meet the standards in prior to shipping to the customers.

**Dec 2006 – Oct 2007.      Mast industries INC. (The limited/VS) (U.S). Irbid-Jordan  
QA/Technical support      Textile field/Compliance auditor (Ladies suits/underwears).**

Responsibilities:

- Sampling and monitoring the quality in different stage of manufacturing and report the quality reports in daily, weekly and monthly basis.
- Approving the shipments in prior to shipping to make sure that the goods meet the criteria of our customers.
- Auditing the plants in regards to their compliance with the security, health and safety, labour and the brand.

**Jun 2005 – Dec 2006.      Falcon Company for apparel manuf. (Chinese-based  
Company).                      Irbid-Jordan (Exporting to U.S.)**

**QC in charge.**

Responsibilities:

- Managing the quality of the products from the raw material stage till the ready made wear stage and quality staff of 16 controllers.
- Reviewing the daily; weekly and monthly reports of quality and report the high management of the plant for the quality status on the plant.
- Assuring that samples and bulk meet the standards in prior to shipping to the customers.
- Solving problems related to quality in different levels of manufacturing.

**Jul 2003 – Jun 2005.      Falcon Company for apparel manuf (Chinese-based  
Company).                      Irbid-Jordan (Exporting to U.S.)**

**QC in charge assistant.**

Responsibilities:

- Managing the quality of the products from cutting stage till the ready made wear stage and quality staff of 25 controllers.
- Reviewing the daily; weekly and monthly reports of quality and report the quality assurance manager and production manager of the quality status on the plant.

**Oct 2002 – Jul 2003.                      Pioneers Company for apparel manuf. (Chinese-based Company).                      Irbid-Jordan (Exporting to U.S.)**

**QC in charge assistant.**

Responsibilities:

- Managing the quality of the products from cutting stage till the ready made wear stage and quality staff of 32 controllers and 2 leaders.
- Reviewing the daily; weekly and monthly reports of quality and report the quality assurance manager and production manager of the quality status on the plant.

**Oct 2001 – Sep2002.                      South Asia Company for apparel manuf. (Chinese-based Company).                      Irbid-Jordan (Exporting to U.S.)**

**QA controller.**

Responsibilities:

- Auditing and sampling the shipments prior to shipping according to AQL.
- Reporting the statuses of shipments quality to QA manager.

**Dec 1999 – Sep 2001.                      South Asia Company for apparel manuf. (Chinese-based Company).                      Irbid-Jordan (Exporting to U.S.)**

**Quality controller.**

Responsibilities:

- Checking the in-line quality and end line and sort out quality issues on the spot.
- Report the quality manager for quality issues.

**Education**

**Aug 1997- Jan 1999.                      Al Albayt Univ.                      Mafraq-Jordan**

**Physics courses.**

Subjects:

Physics 101/102/103.

**Sep 1996-Jul 1997.                      Aramtha High Second secondary school.                      Aramtha-Jordan.**  
**Major: Scientific stream diploma.**

**Language skills**

Arabic:	Spoken Native	Written Native
English:	Very good	Excellent
French:	Basic	Basic.
Dutch:	Basic	Basic

**Computer skills**

Microsoft office package, basics of Illustrator and Photoshop, and typing Arabic & English.

**Interests/Hobbies**

- Fitness and bodybuilding.
- Watching movies.
- Traveling and exploring new places and countries.
- Learning languages and studying.