

Tasneem Abukuppeh

Amman, Jordan | Mobile: +962-791021729 | Email: tasneemabukuppeh1712@gmail.com

Professional Summary

Bachelor's degree holder in Clinical Nutrition and Dietetics with multi-disciplinary experience in **customer support, CRM administration, QA testing, and nutrition counseling**. Proven ability to deliver high-quality customer service, manage CRM systems, and execute QA processes to ensure system reliability and efficiency. Skilled at bridging healthcare knowledge with technical expertise, enhancing both patient and customer experiences.

Core Skills

- **Technical Skills:** CRM Systems, QA Testing, MS Office, Jira, Electronic Health Records (EHR)
- **Customer Experience:** Customer Service, Patient Counseling, Data Analysis, Documentation
- **Healthcare Expertise:** Nutrition Counseling, Clinical Assessments, Meal Planning
- **Soft Skills:** Communication, Critical Thinking, Time Management, Team Collaboration

Professional Experience

Concentrix, Amman – Jordan

Customer Support Advisor | Feb 2025 – Present

- Delivered exceptional customer support via phone and email, maintaining a **94%+ satisfaction rating**.
- Resolved inquiries and complaints efficiently, improving **first-contact resolution**.
- Provided personalized product/service guidance, leading to **increased retention and upsell opportunities**.
- Assisted in onboarding and training new team members.
- Maintained detailed documentation, enhancing the company knowledge base.

- Managed high-volume support queues while meeting performance KPIs.

Specialty Hospital, Amman – Jordan

Nutritionist | Jul 2024 – Jan 2025

- Assessed patients' nutritional needs and developed individualized meal plans for chronic conditions.
- Collaborated with physicians and nurses in **multidisciplinary care teams**.
- Educated patients and families on therapeutic diets and long-term health strategies.
- Tracked and documented patient progress in **EHR systems**.
- Participated in clinical rounds, contributing nutritional expertise to treatment plans.

Specialized Technical Services (STS), Amman – Jordan

QA & CRM Administrator | Jul 2022 – Mar 2023

- Managed CRM systems: roles, permissions, data integrity, cleansing, and migration.
- Created dashboards and reports for **Sales, Marketing, and Support teams**.
- Delivered end-user training and support to enhance CRM adoption.
- Executed **manual test cases, regression testing, UAT, and QA documentation**.
- Reported and tracked bugs in Jira/Bugzilla, ensuring timely resolution.
- Collaborated with developers and analysts to improve product quality.

Education

Hashemite University, Jordan

Bachelor's Degree in Clinical Nutrition & Dietetics | Jan 2018 – May 2022

Certifications & Training

- Sports Nutrition
- Nutrition and Dietetics Science Day
- Type 1 Diabetes Meal Planning, Carb Counting & Insulin Dose Adjustments

Languages

- Arabic: Native
- English: Professional