




Kholoud R. Alotaibi

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 Riyadh

Skills

- Work with the Team to achieve required goals.
- Critical Thinking.
- Ability to persuade and communicate well.
- Flexibility.
- Problem-Solving.
- Computer Literacy.
- Management Tools.
- Strong Communication.
- Good handling of angry customers.
- Working on Microsoft Office applications (Word - Excel - Outlook)

Achievements

Princess Noura University (3 hours) 30/01/2019

- How to prepare training courses.

Doroob (4 hours) 26/02/2018

- Basic Work Skills Course.

Jeel Alebtikar (4 days) 22 - 26/07/2018

- Human Resources course.

Jeel Alebtikar (1 month) 30/06 - 29/07/2018

- Secretarial course.

Jeel Alebtikar (6 days) 13/07 - 18/07/2018

- Administrative Leadership Course.

Alhsaya Retail Academy

(3 months) 14/01 - 13/03/2016

- Computer programs, Excel, Word.
- Sales Associate Program.

Riyadh Chamber (10 days) 16 - 27/06/2019

- Training course of human resources.

Qiyas 03/03/2022

- Step Test.

Managing Financial Accounts 14/06/2022

- National Entrepreneurship Institute.

Experience

CUSTOMER COMPLAINTS MANAGEMENT (MUSANED PROJECT)

Tamkeen Technologies 2019 - Present

- Responding to customer complaints through tickets.
- Team management & follow-up attendance and departure.
- Training employees & explaining work tasks.
- Send reports with the management team & follow-up on KPIs.

CUSTOMER SERVICE SPECIALIST

Maharah Human Resources Company 01/2018 - 02/2019

- Respond to customer inquiries.
- Enter customer data.
- Helping customers solve problems.

SENIOR SALES ASSOCIATE THEN ACTING SUPERVISOR

Alshaya International Trading Company 03/2015 - 11/2017

- Marketing.
- research the sales plan.
- Work with the team.
- Acting supervisor for 6 months.

DATA ENTRY

Al-Falah International Hospital 04/2014 - 10/2014

- Insurance card data.
- Medical Approvals data.

SALES ASSOCIATE

Al- Haribi Trading Est 08/2013 - 04/2014

- Marketing.
- Knowing and achieving customer needs.

Education

ENGLISH DIPLOMA

Princess Noura University
2019 - 2021

Language

Arabic (native)
English (good)