



Farah Kiwan

Personal Information

- 📄 **Nationality:** Lebanese
- 📄 **Date of Birth:** 8 January 1986
- 📄 **Marital Status:** Married
- 📄 **Resident Of:** Saudi Arabia- Jeddah

Contact Numbers

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Objective


- 📄 To work in a professional organization with a new and exciting challenge position where I can learn more as well as apply my in-depth knowledge.
- 📄 I believe that I have the ability and commitment to get the job done while building and maintaining professional working relationships.

Education

- 📄 High School Graduate from MEIS - Riyadh.
- 📄 Studied in Arab Open University Information Technology & Communication.
- 📄 Graduated from New Horizon Networks Operation Diploma.


Professional Experience

- 📄 **December 2019 – Present: Marketing Specialist & HR Advisor.**
 - At Ethra Tatwer**
 - Sending marketing emails and replying to inquiries from possible clients.
 - Preparing proposals.
 - Recruiting for clients when requested.
 - Creating Job descriptions.

 **September 2014 – April 2018: HR - Lead (Oracle Training & Development).**

At Contact Center Company - STC


- *Responsible for all Female staff (3 Projects - around 1,100 female staff)*
- *Responsible for all oracle transactions, amending request, leaves, letters, resignations & terminations*
- *Reply to all emails and concerns from all departments.*
- *Issue all kinds of letters (warning, salary certificates, experience)*
- *Make sure to work based on Labor office Law.*
- *Manage all resignations & clearances. Raise it to payroll team & follow up with them to get the Final Settlement done.*
- *Handle all salary deduction cases and make sure to be reimbursed if needed. In addition to changing bank Accounts.*
- *Give induction for new joiners and enter their data when needed.*
- *Check up on staff files if there is missings.*
- *Coordinate with Government Relation department for getting all work done like Iqama renewal, moving sponsorship, issuing exit re-entry visas.*
- *Always listen to staff complains and try to solve it.*
- *Check weekly report for all staff who are about to complete one year to decide if to renew or end their contract before 3 months of completing a year.*
- *Check all staff with high absenteeism to follow up the process and issue them warning letters as per labor office law.*
- *Make training when needed for changes in our workflow or process.*
- *Conduct investigations with employees when requested.*

 **October 2011 – September 2014: Executive Secretary /Admin / Human Resource**

Deloitte & Touche Bakr Abulhair & Co.

- *Reading, Monitoring and responding to the manager's email.*
- *Answering call and handling queries.*


- *Manage and maintain executives' schedules & agendas.*
- *Schedule and coordinate appointments, meetings and events, including registration and travel arrangements as necessary for the Executive team and all other staff.*
- *Transcribe drafts, proofread and revise correspondence, memos, agendas, minutes.*
- *Provide transcription and dictation of Board meeting minutes.*
- *Compile, transcribe, and distribute minutes of meetings.*
- *Preparing correspondence on my manager behalf.*
- *Planning, Organizing and managing events.*
- *Filing their personal documents & organizing their offices. (Letters, Visas, Bank statements ...)*
- *Any assigned task from the partners.*

 **March 2009 – September 2011: Executive Secretary**

Al-Eqtessad Holding


Company

- *Office stationery & supplies / filing system / calls & dc flows.*
- *Flights reservations for vacation and business trips.*
- *Business trips plans / visas files submission at embassi*
- *Keeping updated personal records and monthly report due renewals.*
- *Any other administrative assigned tasks.*
- *Responsible for medical insurance & all types of insur*
- *Accounts on Visual Dolphin (Stock Management)*
 - ✓ *Responsible for stock tasks.*
 - ✓ *Creating new computer codes for new items.*
 - ✓ *Entering all purchases of the company.*
 - ✓ *Making transfers of items between our branch*
 - ✓ *Making In/Out stock Transactions.*
 - ✓ *Creating New Customers.*
 - ✓ *Entering Receipts from customers.*


 **March 2006 – February 2008: Customer Service Saudi Hollandi Bank (Al Awwal Bank)**

- *Data Entry.*
- *Working on Loans Report.*
- *Preparing Salesmen Commissions.*
- *Worked in Operation Sales Unit, checking loan documents applied by the customer and matching their signatures.*
- *I had training in Checking Loans, Visa applications & Documents.*
- *Telesales: Consumer Loans – creation of qualified "Hot" leads for the sales channels to fulfill.*

- *Telesales: Credit Card Retention engaging with the customer to prevent them from closing down their credit cards while using the opportunity to cross sell other SHB products.*












 **August 2005 – December 2005: Telemarketing
Horouf Agency for
advertising**

- *Calling list of customers and giving the brief explanation about our channel in addition to making deals with them.*

 **October 2004 – June 2005: English teacher
Al –Nahda International School**

- *Teaching KG-3 all English subjects.*

Skills& Languages

-  *Well-developed keyboard and computer skills with an advanced working knowledge of Microsoft Office, internet and email applications.*
-  *Excellent in English and Arabic languages (Reading, Writing and Speaking)*
-  *Excellent typing skills.*
-  *Organized and detail oriented.*
-  *Stress and Time management skills.*
-  *Ability to maintain confidentiality*
-  *Good administrative and communication skills.*
-  *Integrate successfully into a team environment.*
-  *Friendly and able to work with varying types and levels of people.*
-  *Self motivated and highly organize.*
-  *Ability to work under pressure.*