

Alhanouf Abdullaziz Alfayez

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PROFILE

To continue my career with an organization that will utilize my **MANAGEMENT, SUPERVISION & ADMINISTRATIVE** skills to benet mutual growth and success.

EDUCATION

Diploma in Marketing, Princess Noura University – RIYADH
2017

EXPERIENCE

Costumer Cear

Edrak Medical Center
Sep 2018 – June 2020
GlobeMedSaudi
June 2020 – Present

1. Respond to customer queries and accurate way, via phone and email.
2. Identify customer needs and help customers use specic features
3. Share feature requests and eective workarounds with team members
4. Assist in training junior Customer Support Representatives
5. Follow up with customers to ensure their issues and queries are resolved and answered

SKILLS

Customer Experience
Team Leadership
Time Management
Corporate Communications
Problem Solving

CERTIFICATES

- Customer Relationship Management Specialist Program (Riyadh Chamber, 15 hours, Riyadh, 4/2019)
- Personnel management and career development. (Saudi Academic Language Institute, Riyadh, 8/2018)
- Events and future paths meetings (the academic track as the path of the student after graduation) (Princess Nourah bint Abdul Rahman University, Riyadh, hour, 11/2017)
- Future events and meetings (future participation of women in the private sector). (Princess Nourah bint Abdul Rahman University, Riyadh, Hour, 11/2017)
- Future events and meetings (future skills that I need for the job market). (Princess Nourah bint Abdulrahman University, Riyadh, Hour, (11 \ 2017)
- Future events and events (Franchise Industry and Vision 2030) lead and innovate. Princess Nourah bint Abdul Rahman University, Riyadh, two hours, (11/2017)
- CV writing skills - work ethics - personal interview skills. Capacity of the Human Resources Development Fund, Riyadh, 3 hours (10/2017)
- Attending a course and marketing plans the art of customer services. (Al Idrisi Educational Training Institute, Riyadh, 30 hours, 8/2016)
- Attending a training course on secretarial skills. Al-Idrisi Educational Training Institute, Riyadh, 30 hours, (8/2016)
- Attend an English language writing and reporting skills course. Al-Idrisi Educational Training Institute, Riyadh, 30 hours, (7/2016)
- Attending a professional excel course. (Al-Idrisi Educational Training Institute, Riyadh, 20 hours, 7/2016)