

Donia Jassem Al Mahasna

An Accountant seeking to attain a career enhancing position in a forward-looking organization, where my experience and skills can be utilized to the maximum - leading to a personal satisfaction and professional growth to help achieve the organizational goals and visions.

Email

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Date of birth

Aug 22, 1998

Nationality

Saudi

Link

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Experience

Dammam, Saudi Arabia
Oct 2020 - Present

Customer Service

Dar Afia Medical Center

My core responsibilities covered both the Reception and Call Center duties, with the following main roles and day-to-day tasks:

- Entering data, appointment registration for customers, and amending customer data if there are mistakes.
- Validating customers medical insurance for eligibility and acceptance.
- Assisting clients in overcoming any obstacles they may encounter, fulfilling their needs, responding to all their inquiries, and following up with clients during and after visiting the center to ensure and maintain customer satisfaction.

Saihat, Saudi Arabia
May 2019 - Jun 2019

Employment Advisor Assistant

Taqat

The National Labor Gateway initiative by the Human Resources Development Fund (HADAF) - for 5 weeks internship program, pertaining the following roles and responsibilities:

- Key-contact personnel with clients to arrange and facilitate appointments.
- Supporting clients with preparing them for interviews.
- Communicating and following up with different companies and clients to fulfil daily assigned tasks.

Education

Qatif, Saudi Arabia
Sep 2017 - Jul 2020

Diploma degree in Accounting

Lincoln College

GPA: 4.86 out of 5.0

Skills

Teamwork Problem-Solving Time Management Organization

Work Under Pressure Responsibility Computer Skills

Microsoft Office Skills Adaptability Financial Management

Active Learning Systems Analysis Communication SKills

Languages

Arabic

Native

English

Advanced

Certifications & Courses

October 2021:

Certificate of appreciation: Recognized and awarded by Dar Afia for achieving business excellence and exemplary performance in year 2021.

March 2021:

General Orientation certificate, at Dar Afia Medical Center.

Jun-Jul 2020:

- Time Management.
- Labor Education according to Saudi Labor Law.
- Become a Customer Support Specialist.
- Principles of Financial Accounting- Accounting Framework.
- Principles of Financial Accounting-Accounting Cycle.
- Principles of Financial Accounting - Adjustment Entries and Financial Statements Preparation.
- The Foundations of HR Management.
- Introduction to HR Functions.
- Introduction to Strategic Planning for Human Resources.
- SAP ERP Essential Training.
- SAP ERP: Beyond the Basics.
- SAP Business One Essential Training.
- SAP Financials Essential Training.
- Mastering the Sale Process

2019:

Business Administration (On The Job Training) certificate, at Lincoln College.

2017-2018:

Cambridge Preliminary English Test (PET) certificate, at Lincoln College.