



Daad Alshibani

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PROFESSIONAL SUMMARY

A Fresh graduate of technical support with strong communication skills and strong knowledge of technical support .
Seeking a job position in a progressive organization that will provide an opportunity to utilize my skills and ability in an Teamwork.

EDUCATION

Diploma | Technical Support *2020*
Digital Technical College Of Girls, Riyadh

WORK HISTORY

CUSTOMER SERVICE , LIVE CHAT *10/2017 – 12/2017*
Pioneers Outsourcing | Riyadh

- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Handled high volumes of email and social media queries in a timely manner, ensuring consistent levels of excellent service.
- Adeptly handled up to 40 inbound Live chat per day.

CERTIFICATIONS

- Build Apps with SwiftUI – Feb 2020.
- Cyber Security and Internet User Protection - Jan 2020.
- Introduction to Cybersecurity – Nov 2019.
- Google Assistant – Aug 2019.
- G Suite Productivity Apps – July 2019.
- Google Cloud Platform – July 2019.
- CCNA Routing and Switching – Dec 2018.
- IT Essentials: PC Hardware and software – May 2018.

SKILLS

- Good command in English.
- Technical knowledge.
- Microsoft office.
- Communication Skills.
- Multitasking.
- Working under pressure.
- Problem solving.
- Team Worker.
- Time Management.
- Self-Motivated.