

Contact #: 0581963214

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## **GHAIDA MUTLAQ AL OSAIMI**

### **Career Objective :**

I seek to develop & make the work success raises it productivity & look for new challenges

### **Education :**

Diploma Degree of Business Banking with honor  
Community Service Collage  
King Saud University - 2019

### **Experience :**

#### **Customer Care - Rafal real estate development company**

July 2020 / March 2021

- Answer phones from customers professionally.
- Enter details in CRM and CVM systems
- Respond to emails and other forms of communication
- Providing customers with the organization's service and product information
- Routing inbound calls to the appropriate departments
- Obtaining and Evaluating all relevant data to handle complaints & inquiries.

#### **Customer Care – Global Healthcare Company**

December 2019 / April 2020

- Follow up & Review of invoices & financial problems of customers.
- Manage of Social Media & receive calls , complaints & inquiries.

- Follow up & Review the online orders for customers & work to solve it.

### **Debt Collector – Quick Target Foundation**

June – July / 2019

- Collection of samba bank customers defaulting.
- Preparing list of contacts with defaulting debtors .
- Follow-up data targets for collection.

### **Training :**

Al Fursan Travel Company

Trainee in Financial Management for 2 months.

Jan. – March / 2019

### **Courses :**

Soft Skills , Al Fursan Travel Company , 2019

Art of Dealing of Special Needs , King Saud University , 2019

### **Volunteer :**

Big Hope team member.

### **Skills :**

- Problem Solving.
- Leadership Skills.
- Communications Skills.
- English Language Fluently.
- Working under pressure.