

## HATOON TARIQ ALAQEL

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In Saudi Arabia 0536692128, International (+966) - 536692128

### Objective

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To be part of a great organization where I can learn and effectively contribute to the development of the organization and achieve growth in my professional career.

### Education

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**Prince Noura University**, Riyadh, Saudi Arabia  
Diploma computer programing, 2017

### Experience

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#### **Hunger Station Company**

**Sep 2020 – Dec 2021**

Customer care agent, Riyadh, Saudi Arabia

- Provide advice, information and assistance to callers.
- Resolve all customer enquiries and problem.
- Promptly response to customer in order to achieve the KPI, exceeding targets and expectation.
- Provide training for new employees to understand the business requirement and the company nature
- Address negative customer feedback immediately.
- Participate in improving the services quality

#### **Alrugaib furniture**

**Dec 2017 – Aug 2018**

Marketing and sales, Saudi Arabia

### Certificate & Training

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- Professional Accreditation Certificate as a software Technician , Saudi Council of Engineers ,membership No.797586.
- Training Course in Conversational English Skills for beginners. Ministry of Labor and Social Development Dorooob, Mar 2019.
- Training Course in Introduction in Microsoft office. Ministry of Labor and Social Development Dorooob, Apr 2019.
- Training Course in Fundamentals of Management. Ministry of Labor and Social Development Dorooob, Apr 2019.
- Training course in CompTIA network, Technical and Vocational Training Corporation, Dec 2021

### Skills

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- Teamwork
- Ability to work under pressure.
- Good knowledge in Microsoft.
- Flexible with new technology.
- Ability to accept responsibility and challenges.
- Customer engagement
- Problem solving