

# Majed AlNafie

Telephone: +966566301250

Email: malnafie@outlook.com

Kingdom of Saudi Arabia

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## Summary QUALIFICATIONS

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- Depended on and cooperative worker who works well with teams and alone in many situations, highly motivated and innovative achiever with excellent interpersonal skills and well-developed communication and organizational skills. Able to manage time effectively and handle multiple tasks at once. Thrives under pressure, taking on new challenges and learning new skills.

## Highlights

- Ability to conduct repetitive and strenuous jobs
- Positive attitude
- Attention to Detail
- Time management
- Demonstrated ability to gain knowledge quickly and follow safety precaution precisely
- Good communicator, able to give and take instruction
- Good written and verbal communication skills

## Work experience

### **Customer Experience Specialist**

**(May 2022 – Current)**

King Abdullah Economic City (KAEC) EMMAR

- Resolving Customer complaints.
- Suggesting solutions for common problems.
- Preparing documents and reports.
- Collaborate with internal departments to optimize customer services and brand awareness.
- Identify metrics to track and ensure those metrics are linked to business outcomes.
- Using software and tools for Customer Relationship Management (CRM) and Customer Experience Management (CX)

## **Property Manager**

**(Jan 2020 – Jan 2022)**

Astroid Management Winnipeg, Manitoba, Canada

- Working with clients to ensure that their expectations are met.
- Ensuring structural drawings and design are produced on time, to a high quality, and are easy to decipher.
- Keeping up to date with changing building legislation and codes of practice relating to design.
- Ensure that contractors have been secured within the project cost and time.
- Develop the selection criteria for the investors, operators, and developers.
- Managing and streamlining the process of securing the operators to assigned project.
- Prepare and enforce a lease agreement
- Budget management, counting operating and maintenance costs, and determine the rent and sale price.
- Scheduling and coordinating with investors, operators, developers, and clients.
- Risk management, finding solutions for potential risk that might occurred in existing project.

## **Sales Agent / Customer Service Representative**

**(May2018 – Jan 2020)**

Avis & Budget Group Winnipeg, Manitoba, Canada

- Answer customer questions
- Filing and filling daily, weekly, monthly reports
- Adjusting the rate based on supply and demand
- Provide a full information to customers with the details of company's product and services
- Resolve customer complaints
- Making and modifying reservations
- Address emergency issues

## **Facility Monitor**

**(Sep 2017 – May 2018)**

Red River College Winnipeg, Manitoba, Canada

- Designing effective report management mechanism
- Recommendations for project improvement
- Monitor all activities within the center
- Enforce all facility center policies and procedures in a consistent manner
- Aid all members in a safe and helpful manner on basic use of equipment and interpretation of fitness center policies

- Communicate regularly with the management of the center and provide additional assistance when requested

### **Retail and Marketing Sales Associate**

**(Jun 2015 – Aug 2017)**

Best Buy Winnipeg, Manitoba, Canada

- Actively seek out and offers a friendly greeting to customers throughout the store
- Resolving customer complaints or involves the appropriate manager to ensure customer satisfaction
- Received and stocked inbound orders, restocked inventory
- Picked and packed all products that orders for shipment

### **EDUCATION /WORKSHOPS**

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Business Administration, Management and Operation (Higher National Diploma 2016-2018)

Red River College (Winnipeg, Manitoba, Canada)

Key Courses: Business Communication, Project Management, Finance, Accounting, Statistics, Marketing, Work Designing, Developing Administrative Structures and Business Computing.

Academic English (Diploma 2013-2015)

University of Manitoba (Winnipeg, MB, Canada)

High school of science (Kingdom of Saudi Arabia)

## **ACHIEVEMENTS**

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Athletic scholarship at Red River College (2016-2018)

## **VOLUNTEER**

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Administer Assistant at Manitoba Major Soccer League (MMSL) Non-Profit Organization

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## **Majed AlNafie**

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## **References**

Mohammed Alghanmi

Relationship Officer at (KAEC) Emmar

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Jamila Jama

Downtown Manager at Astroid Management

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Korey Dyck

Executive Director at Manitoba Major Soccer League

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Dennis Hagen

Maintenance & Damage Manager at Avis Budget Group

Phone: +1[204] 793-9243

Email: Dennis.Hagen@Avisbudget.com

George Fisher

Academic Coordinator & Instructor at Red River College

Phone: +1(204) 227-8770

Email: *grfisher@rrc.ca*

# Red River College

This Certifies that

## Majed Mubarak Alnafie

having fulfilled the requirements in accordance  
with college standards is hereby awarded this

### Diploma

in

## Business Administration-Administration

Dated at Winnipeg, Manitoba this fifth day of February, two thousand and nineteen.



*Norm Coyne*

Board Chair

*Paul Veyt*

President

*A. Hughes*

Registrar



UNIVERSITY | English  
OF MANITOBA | Language Centre

THE ENGLISH LANGUAGE CENTRE CERTIFIES THAT

**MAJED MUBARK ALNAFIE**

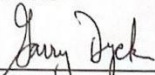
THE ACADEMIC ENGLISH PROGRAM FOR UNIVERSITY AND COLLEGE ENTRANCE

Held at the University of Manitoba, Winnipeg, Canada from January 12th 2015 to April 24th 2015.  
In successfully completing this program, the English Language requirements have been met for entry to  
the University of Manitoba, the University of Manitoba Graduate Studies, the University of Winnipeg  
and Red River College.

Dated at Winnipeg, Manitoba, this twenty-fourth day of April, two thousand and fifteen.



  
JEFF ADAMS, EXECUTIVE DIRECTOR,  
ENROLMENT SERVICES

  
GARRY N. DYCK, DIRECTOR,  
ENGLISH LANGUAGE CENTRE



كلية إدارة الأعمال  
College of Business Administration

Jeddah, Kingdom of Saudi Arabia

# Certificate of Attendance

The College of Business Administration in collaboration  
with EMAAR, The Economic City certifies that

*Majed Mubarak Muraished Al-Nafei*

has attended and successfully completed the required courses for the  
**JOB MARKET FOUNDATION PROGRAM**  
March 13 to May 25, 2010

Prof. Hussein Alalawi  
Dean - College of Business Administration



Dr. Abdul Aziz Abu Mansour  
Program Director

# Respect in Sport - Activity Leader Certificate



Always remember it's a game, keep it fun.

Kids mature differently. Am I recognizing their physical literacy in the activities I lead?

Nothing on the internet is private. Remember, the internet has no Delete button.

## Majed Alnafie

SMB-9478071-1-K4H

Certified on

October 13, 2019