

# Mishary Mohammed Alyahya

## CONTACT



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## PERSONAL INFORMATION

Nationality : Saudi

Martial Status : Married

## COMPETENCIES & SKILLS

- Commitment to confidentiality and responsibility
- Orientation to achieve goals
- Looking forward to learning and development
- Teamwork and communication with others
- Manage time effectively
- Looking for continuous improvement

## OBJECTIVE

Over 14 years' experience as an office management an executive secretary, with accuracy as key abilities for performing efficiently in this role. Seeking an office management position with an opportunity for professional challenges to enhance my professional skills in a dynamic stable workplace in which I can contribute to the development of the organization with my extensive office management experience and build a long-term career with an opportunity for professional growth.

## WORK EXPERIENCE

### Social Development Bank.



- Office Manager (administrator) of General Manager of Human Resources Sector 2019 - Jun 2021
- Head of the Secretary Section in Human Resources Department 2016 - 2019
- Secretary of the General Administration of the Strategy Sector 2014 - 2016
- Part of the project team of the Small and Medium Enterprises Reality Project in cooperation with the consulting partner
- Part of the project team of the human resources business automation and services sector project
- Part of the team of the human capital transformation project in the Social Development Bank with the consulting partner
- Organizing meetings, conferences and managing databases.
- Preparing daily reports, presentations and letters.
- Dealing with correspondence, complaints and queries. Assisting the organization's HR function by keeping personnel records up to date, arranging interviews and so on.
- Supervising and monitoring the work of administrative staff.
- Managing office budgets.
- Using a range of software packages.
- Communicating with staff, suppliers and clients.

### Contact Center Company (STC Groups).



- Service Support Officer 2011 - 2013
- Administrative and secretarial support work
- Improving performance and quality of services implemented
- Workflow and service performance reports

### Saudi Telecom Company (STC).



- Operation manger in customer care department , Head Office. 2006 - 2011
- Follow up on the performance of operational tasks on a daily basis and to achieve business goals
- Make daily reports on the unit's work.
- Organizing the work of the order tracking unit team and data processors
- Communicate with executives in departments and view work organization progress

## EDUCATION CERTIFICATE

### Institute of Public Administration

2004 to 2007

- Major: Executive Secretarial

## TRAINING COURSES CERTIFICATE

- Modern Office and Secretarial Management
- Executive Secretarial Series
- International Certificate in Basic Computer Skills and Governmental Interactions
- Management fundamentals
- Administrative Leadership
- Building an effective organizational culture