




 Saudi  
 Riyadh Saudi Arabia  
 19-11-1993  
 female  
 Nouf995@gmail.com  
 +966532027836

## SOCIALMEDIA

 <https://www.linkedin.com/in/nouf-alotaibi-56497b123>

## PROFILE

A highly organized and hard-working individual looking for a challenging role in a reputable organization .

## EDUCATION

2013 → 2016 Diploma in marketing and sales  
Princess Noura bint abdulrahman

## Work experience

09-2021 → present  
**Alymine Group**  
Telephone sales coordinator

- Coordinating training and scheduling for sales staff
- Answering client questions regarding their account or sales products

01-2020 → 06-2021  
**Maharah human resources**  
Social media specialist

- Communicating with social media followers, including responding to queries in a timely manner.
- responding to customer queries via email, live chat, video, phone, and social media channels.

02-2019 → 02-2020  
**Maharah human resources**  
customer service supervisor

- Assisting customer service staff with duties where required.
- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.

08-2018 → 02-2019  
**Maharah human resources**  
Customer service specialist

- responding to customer queries via calls
- Providing training to new customer service agents.

## PERSONAL SKILLS

- ✓ Able to work on my initiative or as part of a team
- ✓ Managing tasks and problem-solving skills
- ✓ Experience as a Customer Support Specialist or similar CS role
- ✓ Multi-tasking abilities

## SOFTWARESKILLS

Microsoft excel

Social media apps

## LANGUAGES

English

Arabic