

RAHAF ALAHMADI

suadi arabia

+966562384926 - Rahaafalahmadi@outlook.com

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

WORK HISTORY

03/2021 – Current

Customer Service Manager (Corona Vaccine Center) emdad alkebrat owned by ELM

- Oversaw team of 33 customer service professional assisting Corona vaccine center customers.
- Collected customer feedback and delivered reports to leadership to promote correction.
- Responded to customer requests with friendly, knowledgeable service and support.
- Strong leader of customer support staff.
- Completed special projects by using effective decision making, critical thinking and time management skills.
- Trained staff on operating procedures and company services.
- Solved unresolved customer issues.

05/2019 – 10/2019

assistant secretary alkhaleej Training and education

- Managed clerical needs of employees, including administrative support, file management and stationery supplies.
- Displayed strong customer service skills with professional telephone manner in order to resolve customer enquiries.
- Received and screened high-volume internal and external communications, including calls, email and mail.
- Supported range of teams from business development to HR.
- Sorted and distributed business correspondence to correct department or staff member.

SKILLS

- Microsoft Office
- HTML and XML
- Database management software
- C, C++
- High-value project management
- Agile project management
- Risk management
- Cost control
- Treatment plan development
- Finishing work
- Quality assurance
- Talent management
- Staff development
- Benefits administration

EDUCATION

01/2022

Diploma of Higher Education: Languages and translation Taibah University

08/2019


Diploma of Higher Education: Software development International technical college

CERTIFICATIONS

- Digital project manager , [Saudi digital Academy] - [January 9,2022] - 136 hours

LANGUAGES

Arabic: Native language

English:  C1

Advanced