

Sahar Alsanat .

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EXPERIENCE :

SAUD CONSULTING CO. RIADH –Administrative Assistant

JANUARY 2017 - JANUARY 2019

- Assist in the preparation of regularly scheduled reports
- Submit and reconcile expense reports
- Research and creates presentations
- Handle multiple projects
- Develop administrative staff by providing information, educational opportunities and experiential growth opportunities
- Develop and update administrative systems to make them more efficient
- Resolve administrative problems

STC, RIADH - Customer Experience Representative

APRIL 2019 - JANUARY 2020

- Identify and assess customers' needs to achieve satisfaction. • Resolve customer complaints
- Sell products and services
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed

GEIDEA , RIADH - Help Desk Officer

04/10/2021 - PRESENT

- Serving as the first point of contact for customers seeking technical assistance over the phone or email
- Performing remote troubleshoot through diagnostic techniques and pertinent questions
- Determining the best solution based on the issue and details provided by customers
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- follow up with customers to ensure complete resolution of issues.
- Assisting the finance department in processing money issues for the customers..
- contact with (Banks customers) to installation or pull out terminals.

SKILLS

TIME MANAGEMENT SKILLS
FINANCIAL RECORDS AND
PROCESSING

FILE/RECORDS MAINTENANCE
EXCEL IN [AREAS OF EXPERTISE]

COMMUNICATION. DECISION
MAKING AND PROBLEM
SOLVING.

ABOUT ME :

Seeking a challenging career in a progressive organization that provides opportunity for further growth and advancement.

LANGUAGES

Arabic , English

EDUCATION :

IMAM MOHAMMED BIN SAUD UNIVERSITY, RIYADH - Diploma

2016 **Computer Applications**

PRINCESS NORA BINT ABDURRAHMAN UNIVERSITY, RIYADH - Bachelor

2014 **Applied Chemistry**

COURSES :

- **NanoTechnology** , King Abdullah Institute
- **Human Resources management**, Centennial Institute for Training
- **English Language 10 Months**, Centennial Institute for Training
- **Entering Data and word Processing**, Centennial Institute for Training
- **Executive Secretary** , Centennial Institute for Training
- **Computer Maintenance**, Centennial Institute for Training
- **Computer-aided design**, Centennial Institute for Training
- **HTML**, Centennial Institute for Training
- **Quality Management System ISO 9001**, SASO Training Center
- **Remote Auditing for Management Systems During COVID-19** , SASO Training Center
- **Technologies and Research for Crisis & Disaster management**, Naif Arab Uni. for security sciences
- **Nanomaterial synthesis protocol for catalysis** , Advanced, Materials Research Chair + Saudi Chemical Society
- **Harvesting Water from Desert Air**, Materials Research Chair + Saudi Chemical Society
- **English in Workplace**, Dorob
- **Communications in the workplace** , Dorob
- **Principle of drugs' Pharmacokinetics optimization**, Saudi Chemical Society
- **Introduction to Cybersecurity** , Cisco Networking Academy
- **The Basics of PCI** - Geidea
- **Financial crime "Saudi Arabia"** - Geidea