

Shahad Khalid Aldubaiti

SUMMARY

Well educated and decent experience for 2 years in customer services feild , included technical support , multi task , team work, seeking for self improvement and career level, gaining practical experience , rising the level of productivity

▶ EXPERIENCE

Information Technical support Assistant | Jan 2019 To Dec 2020

At Niagara college, Alhasa

- Solving technology problems for students and then explaining the causes of the problem in order avoid their occurrence in the future.
- Preparing lists of devices and equipment, and requesting it when they are exhausted from the college.
- Accurate understand of the program and equipment used by the staff or students.

Customer services | Jan 2019

At Aziz clinic , Alhasa

- Work in the insurance department, check the expiration members via phone, chat and email.
- Providing the patient with all the information, he needs, responding to all his questions and inquiries and interacting in a positive way.
- Implement the customer service polices and instruction approved by the direct manger.

Jawwy services | Sep 2021

CCC by stc , Riyadh

- Manage the call volume, daily attendance and program break schedules
- Work closely with the operations team to analyze and help improve their delivery processes
- Communicating with customers through various channels.
- Supporting a team of junior customer service representatives.

▶ EDUCATION

Diploma Degree in Technical support in networks | May 2020

International technical college, Alhasa

Diploma Degree in Human resources

Entrepreneurship | Sep 2021

Riyadh

▶ COURSES

- CompTIA Network – Ministry of communications (2021)
- Computer information technology – Niagara College (2019 – 2020)
- Social Engineering Hacking - Telecommunication Regulatory Authority (2020)

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SKILL HIGHLIGHTS

- Team leader
- Strong decision maker
- Complex problem solver
- Software
- Troubleshooting
- Operating system
- Technical support
- Service-focused

LANGUAGES

- Arabic – B2
- English – B1

HOBBIES

- Writing
- Technology
- Photography
- Learning