

# MADA ABDULLAH AL-OTAIBI

## CAREER OBJECTIVE

As a goal, I hope to work in a place that allows me to benefit from their expertise and performance, and that will allow me to enhance my skills, gain more skills and experience, and be an effective and productive member to achieve success.

## PERSONAL INFORMATION

♀ Gender: Female

📍 Nationality: Saudi.

📅 Date of Birth: 28/09/1998.

## CONTACT

☎ 0500827188

✉ mdosh1@hotmail.com

📍 Riyadh

## EDUCATION

- **Systems Diploma, College of Applied Studies and Community Service.**  
- King Saud University (2021).

## EXPERIENCE

- **Work in the Department of Telesales, Al Rajhi (Emkan Finance)** (May2022 - Present)
- **Customer Service (Email Department), Al Rajhi (Emkan Finance)** (Oct2021 - Apr2022).
- **Field training at the General Authority for Audiovisual Media, Department of Legal Affairs** (2021).

## COURSES & CERTIFICATES

- **Credit Advisor Certificate, Fourth Edition, from the Saudi Central Bank.**
- **The future path to career preparation of Misk foundation.**
- **The role of youth in achieving the Kingdom's vision.**
- **Stress Management.**
- **Principles of marketing.**

## SKILLS

- **3i client order follow-up software.**
- **Mastery of Al Rajhi Bank's CTF program specialized in following up customer requests.**
- **Knowledge of Microsoft Office programs (Word, Excel, PowerPoint).**
- **Knowledge of the Sugar CRM customer order program.**
- **Work under pressure.**
- **Negotiation and persuasion.**
- **Management skills.**
- **Data entry.**
- **Customer relationship management.**
- **Digital marketing.**
- **Documentation of contracts.**

## LANGUAGES

- **Arabic** (Native Proficiency).
- **English** (Intermediate Proficiency).