



Haitham AlMalki

Administrative Assistant

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SUMMARY

Dedicated professional with over 5 years of experience providing effective administrative support and customer service in fast-paced environments. Strong expertise in office management, data entry, scheduling, record keeping, communication, and problem solving. Proficient in Microsoft Office.

EXPERIENCE

Administrative Assistant

12/2021 - Present

AmoHamza Seafood Restaurants

- Provided comprehensive admin support to managers, handling correspondence, scheduling meetings, and coordinating employees travel arrangements.
- Demonstrated strong communication, organization, and time management skills, ensuring tasks were completed accurately and on time.
- proficient in MS Office, including Word, Excel, PowerPoint, and Outlook, using these tools to create documents, reports, and presentations as needed.
- anticipated the needs of managers and proactively addressed potential issues, allowing them to focus on strategic tasks and decision-making.
- Worked independently and took initiative to complete tasks without direct supervision, demonstrating a strong work ethic and problem-solving abilities.

maintained strict confidentiality of sensitive information, ensuring the privacy of employees and company data.

Client Accountant

01/2021 - 11/2021

Alma Cafe

- Maintain a high level of accuracy, successfully processing over 3,000 transactions with 100% accuracy.
- Provide exceptional client service, addressing inquiries and concerns in a timely and professional manner, resulting in positive feedback and increased customer satisfaction.

Sales Representative

09/2020 - 12/2020

Samsung Electronics

- Consistently exceed monthly and quarterly sales targets in the television and home appliances department, resulting in a financial prize and a Samsung phone for outstanding performance.
- Act as a Samsung representative in Extra mega stores, providing product demonstrations, presentations, and in-depth knowledge about Samsung's television and home appliance products.
- Cultivate strong relationships with new and existing clients, ensuring high levels of customer satisfaction and repeat business. Collaborate with team members to share best practices and sales strategies, fostering a supportive and high-performing sales team environment.
- Stay up-to-date on the latest Samsung product offerings, features, and technologies through regular training and self-directed learning.
- Utilize effective selling techniques to showcase the value and benefits of Samsung's television and home appliance products to customers, leading to increased sales.

- Oversaw daily operations, ensuring efficient and effective management of branch resources, staff, and workflows.
- Managed a team of employees, providing guidance, support, and performance feedback, resulting in increased productivity and employee satisfaction.
- Ensured high levels of customer satisfaction by addressing inquiries, resolving issues, and implementing improvements to branch processes and services.
- Developed and implemented strategies to drive business growth, including sales promotions, marketing initiatives, and customer retention programs.
- Fostered a positive workplace culture by promoting open communication, collaboration, and professional development among team members.
- monitored and analyzed branch performance metrics, identifying opportunities for improvement and implementing data-driven solutions.
- Coordinated with other branch managers and senior leadership to align branch goals with company objectives and share best practices.

- Provided expert services for Apple and Android phones, including updating, formatting, and rooting devices to ensure optimal performance and functionality.
- developed a deep understanding of phone software and hardware, enabling efficient and accurate diagnosis of customer issues and providing tailored solutions.
- Utilized advanced troubleshooting techniques to identify and resolve phone-related problems, ensuring high levels of customer satisfaction and repeat business.
- offered clear and concise explanations to customers on the nature of their issues and the steps taken to resolve them, demonstrating strong communication skills.
- Stay current on the latest industry trends, software updates, and hardware advancements to maintain a high level of expertise and provide the best possible service.
- Collaborated with team members to share knowledge and best practices, fostering a supportive and high-performing work environment.

EDUCATION

LANGUAGES

Arabic

English