

Muneerah Almadhi

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EDUCATION

Bachelor in Management Information Systems

Majmaah University

📅 2015

GPA
3.10 / 5

LANGUAGES

Arabic Native

English Beginner

TRAINING/ COURSES

The Future of Work Fundamentals

Misk Academy

- Digital Marketing
- Product Management
- Intro to Business Analytics
- Intro to AI for Business

Optimize your Performance, **The Saudi E-Training platform Dorooob**

IT in the Workplace Master Microsoft Office, **The Saudi E-Training platform Dorooob**

Executive Assistant series **The Saudi E-Training platform Dorooob**

Computer skills **The Saudi E-University**

SUMMARY

Currently, seeking a challenging work opportunity within a dynamic firm where I can fully utilize my skills and make a significant contribution to the success of the firm.

EXPERIENCE

Customer care

Aram Meem Company

📅 02/2022 - Ongoing 📍 Riyadh

- Answers inbound calls and respond to customer requests to ensure customer satisfaction.
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Meet customer care targets and call handling
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Refer advanced cases to management for resolution, providing background information as necessary
- Anticipate customer needs, following up with previous customers
- Performs the necessary & right action on systems and tools in order to fulfill the customer request properly
- Recommends process improvements to facilitate the Customer care work and delight the customers

SKILLS

Soft skills

Teamwork Communication Problem solving

Conflict Resolution Adaptability

Technical Skills

Microsoft Office Suite Microsoft Outlook

Interests

Learning foreign languages Self development Sports

Social work Marketing Volunteering