

## PROFILE

To succeed in an environment of growth and excellence by securing a long term career opportunity, which provides me career satisfaction and self-development, as well as organization goals that set me on my path to become a leader. I have a positive impact on my department and believe in teamwork

## CONTACT

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## HOBBIES

- Photography.
- Go to Free Community Events
- Listen to Podcasts.

## ACHIEVEMENT

- Participate in the Hajj Hackathon - Guinness World Records. (2018).

## MEMBERSHIP

- Saudi Society for Governance
- Member of Asharqia young

Business woman.

**Hanan M Al Nashmi**

Corporate governance & Secretary of the Board of Directors

## EDUCATION

**Gulf Arabian University French Arabian Business school | Current student**

2019-2021

Master of Business Administration (MBA)

**King Faisal University | Kingdome Saudi Arabian**

(2008)

Bachelor's Degree in History

## WORK EXPERIENCE

**TAMWEEL AL-OULA FINACIAL LEASING COMPANY CORPORATE GOVERNANCE & SECRETARY OF THE BOARD OF DIRECTORS | DAMMAM, KSA**

2016- 2020

- Liaise with a board range of directors and stakeholders within the organization to facilitate the flow of information and provide key update.
- Developing and maintaining the board and board committee charter and key policies.
- Provide a guidance and support to authors of board and committee papers and reviewing of papers to ensure that they are fit purpose and are complaint with the corporate governance framework.
- Plan and organize shareholders general assemble meeting to ensure compliance with regulators (MCI & SAMA)
- Following up with department regarding corporate governance structure.

**TAMWEEL AL-OULA FINACIAL LEASING COMPANY | CUSTOMER CARE MANAGER |**

2018- 2019 | DAMMAM, KSA

- Ability to know and provide customers requirement.
- Development the knowledge of excise and prospective clients and raise the awareness and guidance.
- Improving customer experience, create engaged customers and facilitate growth.
- Maintain an orderly workflow according to priorities
- Monitoring the team's performance, supporting and helping with training and development.
- leading and motivating a team of staff to ensure they're giving the best customer service possible

**TAMWEEL AL-OULA FINANCIAL LEASING COMPANY | ADMINISTRATION MANAGER |****2016 – 2018 | DAMMAM, KSA**

- Working with entry level employees to senior management, as well as liaising directly with clients and suppliers and their issues and complaints.
- Identifying outdated practices and developing continual improvement processes for the organization and Implementation of quality management systems plan.

**AL KIFAH HOLDING COMPANY | OPERATIONAL HEAD-KICARE CALL CENTER |****2013- 2016 | DAMMAM, KSA**

- Was responsible for establishing a New Business units (KICARE) as an outsource unit for Customers Services.
- Promoted and generated contracts for Ki Care Business Unit from AlKifah Holding Co. sister companies.
- Led and implemented" CRM software project from design to execution of "Vocal Com.
- Managed the team of customer services agents and researchers.
- Managed and analyze customer satisfaction (complaints, feedback, quires) reports for the businesses and give recommendation for improvement.

**AL-KIFAH TRADING COMPANY | SENIOR EXECUTIVE ASSISTANT |****2010 – 2013 | DAMMAM, KSA**

- Organized and attended the Management Committee meetings.
- Follow-up on recommendations and customer complaints.
- Prepared all Marketing campaigns and ensuring they are running on track
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**DEBITS COLLECTION AGENT | GANAWAT AL ROWAD AGENCY COMPANY |****2009 – 2010 | DAMMAM, KSA**

- Collect payments on past due bills
- Locate customers using credit bureau information

**TRAINING & SEMINARS**

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- Communication and Building Relationships Course
- Self Confidence Building Techniques, Problem Solving Techniques, Team Work Building, Self-Development and Leadership Workshop
- Mentorship entrepreneur. Monshaat (2019)
- Customer experience. Monshaat (2019)
- Crisis preparation scenario
- Strategic Thinking Training

**SKILLS**

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**Communication:** Deal with internal and external customers at all levels to ensure successful communication.

**Problem solving:** Resolve in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions, efficiencies and high level of quality.

**Team Player:** Enjoy sharing knowledge and encouraging development of others to achieve specific team goals.

**Planning and organizing:** Planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.  
Communication& Interpersonal

**Technical:** IT skills MS-office, Internet app., CRM.