

# ALBATool ALDAKKAN



Saudi Arabia



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albatool aldakkan

## EDUCATION

**Diploma of Marketing**  
Princess Nora University  
2022 - 2023

## CERTIFICATIONS

- **Communication Skills**  
Lavender flavor Company
- **Advanced Excel Training Course**  
Lavender flavor Company
- **Advanced Customer service Training Course**  
EDRAAK
- **Marketing Plan for entrepreneurs**  
EDRAAK

## LANGUAGE

- Arabic
- English

## OBJECTIVE

professional in logistics and management field with 3 years of experience. skilled in supplier relationship and eager to apply my expertise to contribute to the company's goals while further developing my professional abilities."

## WORK EXPERIENCE

### Lavender flavor Co. | Riyadh

CALL CENTER AGENT

2018- 2020

- Responding to customer questions about table availability and booking times.
- Recording and organizing bookings in the system to avoid overlaps and ensure suitable seating for guests.
- Assisting customers in adjusting or canceling their reservations when necessary.

### Saudi Transport and investment Company Mubarrad

OPERATION COORDINATOR

2021- NOW

- Kilometer Reports:

Tracking daily mileage thru the system and prepared regular reports

- Daily Income Reports:

Record and summarize daily revenue.

- Client Communication:

Handle client inquiries and ensure satisfaction.

- Created and sent customized price quotes

- Contract preparation :

Drafting and reviewing contracts to ensure accuracy and compliance

- Prepared overtime reports for operations department employees.
- Review payroll reports for operations department employees
- Collected and reported on daily violations; identified responsible parties.