

ALBATOOT ALDAKKAN

 Saudi Arabia  +966 50 174 1301  Abdulazizbatool@gmail.com  albatoot 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.