

RESUME

Weam Waheeb Abdullrhman Khouj
Public Administration

Address: Jeddah KSA - Muhammadiyah
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WORK EXPERIENCE

Obhur International School, Jeddah KSA (Des 2022 – Nov 2023)

Account and Administrative Assistant to the principal

- 1-Responsible for accounting and human resources
- 2-Responsible for admission and registration
- 3-Print test papers and worksheets and check the weekly plans and tests before printing them

Qotrah Company (WaffyApp), Jeddah KSA (Aug 2022 – present)

Customer support specialist

- 1-Searching for potential clients through websites
- 2-Filter the right customers, communicate with them, explain the application to them, take their opinion and how we can improve it
- 3- Conducting a trial meeting with each client and explaining the program to him and trying to convince him of its ease and importance of using it
- 4-Add all customers to the CRM program and update the data on a daily basis
- 5-Proficiency use Zendesk Asana CRM and Slack
- 6-We work as a team, help each other and give our opinion on every part of the process before launch
- 7-Make a possible presentation of all the problems that we may encounter as a support team and how they can be solved
- 8- Knowing and extracting all customers' observations and impressions and adding them to reports
- 9- Conducting periodic interviews with those who wish to be hired in the customer support department

Al-Haji Husein Alireza&Co.Ltd, Jeddah KSA (Jun 2022 – July 2022)

Call center

(Outbound) Call the customer and make survey with them

(Inbound) Receiving customer calls, answering their inquiries, booking appointments and solving their problems

Elaf hotel, Jeddah KSA (Dec 2019 – Jun 2022)

Call center

- 1- In room Guest services
- 2- Receiving calls
- 3- Receiving complains
- 4- Help up with reception
- 5- Solving Guest problems
- 6- Issuing VIP cards
- 7- Communicate with reviewing guests on trip advisory website and issue reports based on their reviews
- 8- Amenities report

Eyab program, Jeddah KSA (Aug 2019 – Aug 2019)

Organizer

1- Reception

2- Service of pilgrims guest at king Abdulaziz airport

Awaed Al-Khair, Jeddah KSA (October 2014 – Sep 2017)

Sales - Advertising Responsible

searche for potential customers and communicates with them, presenting products to them, preparing a report on the Excel program for all customers with whom a work contract has been concluded And send it to the administration at the end of the day.

The social media official responds to all customer inquiries on social media, photograph all products and present them on communication programs, create and update all company accounts, search for potential customers on social media, and communicate with them to view company product

EDUCATION

Bachelor of Economics and Administration in Public Administration With an accumulative rate 4.68/5

Excellent with Second Honor, Jeddah-KSA

King Abdul Aziz University.

Oct 2010 - Oct 2013

SKILLS

- Solving problems
- Ability to work under pressure
- Microsoft Office: (Word - Excel- PowerPoint)

LANGUAGES

- Arabic
- English (good speaking, reading, and writing)

COURSES

- STTAR program Jun 2019 rehabilitation in the areas of tourism, hospitality, and work in front offices
- Certificate of attendance course in electronic commerce University of Saudi Arabia.
- Certificate course in English language skills of Saudi University electronic.
- Certificate of attendance course in principles of human resources
- Certificate of attendance at the session the Executive Secretary continue to effectively.
- Certificate of attendance course in computer skills in the Office programs from the University e-Saudi Arabia.