

Walaah Al Mulla

+973 66349889
wala_96@hotmail.com

Personal Details

- **Date of Birth** Aug 21, 1996
- **Nationality** Bahraini
- **State** Single
- **CPR** 960807039
- **Place** Sanad

Personal Profile

Highly motivated, energetic, ambitious person who developed a mature and responsible approach to any task that I undertake, or situation that I presented with.

Education

- **2020**
Product and System Training Certificate
Gulf Customer Experience Company
- **2018**
Account and Finance in Textile Industry Training Certificate
West Point Home Company
- **AUG 2018**
numeracy principle courses level 1,2,3
Bahrain Training Institution
- **2019**
Bachelor degree in Banking and Finance-Economics
University of Bahrain, Bahrain (Business Administration Department)
- **2014**
Al Noor Secondary School, Bahrain
unified system-commerce, GPA:90.7%

Experience

- **Oct 2019 to Present**
Customer Services Representative in two project including e-commerce
 - Gulf Customer Experience Company
- **Oct 2018 -Dec 2018**
PO-Plus system
 - West Point Home Company

Skills

- **Good Computer Knowledge**
Have good computer knowledge specially in Microsoft Office Programs
- **Excellent cloud system skills**
Excellent in Product and System Training in Gulf Customer Experience Company
- **Training Skills**
Successfully trained a new hire customer service representative
- **Multi-tasking and ability to work under pressure**
Able to manage answering the call and use computer program and functions at the same time through working on multiple complex software system
- **Aim to learn new skills and gain more knowledge**
- **Utilizing time and effort efficiently and affectively**
- **Ability to motive staff and maintain good relations**
- **Arabic and English Communication skills**