

**Esraa Saeed Jassim Al Hayaki**

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**Home: isa Town - Kingdom of Bahrain**

**Nationality: Bahrain**

**Date of Birth: 31/12/1994**

**Email:** [**asoora.alhaiky.94@gmail.com**](mailto:asoora.alhaiky.94@gmail.com)

**Education:**

**Hospitality & Retail - Bahrain Institute 2012\_2013**

**(Diploma in Hospitality and Tourism)**

**objective:**

**To get a job with a company that provides me with a consistently positive atmosphere to learn new techniques and implement them for business improvement.**

**To get a job enables me to use my organizational skills and educational background and my ability to work well with people.**

**work experience:**

**Primary school teacher**

**Fajr School**

**2014**

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**planni**

**Teaching all areas of basic curriculum planning and preparing and delivering lessons that meet the needs of the overall capacity range within its class; taking responsibility for the progress of class motivational students with an enthusiastic and creative presentation of discipline maintenance**

**Customer service**

**Fit the muscles**

**2011 - 2012 Interaction with customers to provide information in response to inquiries about products or services, to process and resolve complaints, and to communicate with customers through a variety of means by telephone. E-mail, fax, regular mail or in person and deal with general questions and complaints.**

**Responsibilities: Customer inquiries service face-to-face and face-to-face over the phone, ensuring at all times that all requests are answered in a timely and professional manner.**

**Submit the first communication decision to all customer inquiries for any inquiries related to customer service and facilitate information from other departments for the benefit of customers. Ensure the basic benefits of various customer satisfaction products are provided full. Ensure that all quality standards are met.**

**•**

**Sales Executive**

**Office Make-up**

**2013**

**•**

**Provide the first communication decision on all customer inquiries for any inquiries related to customer service and facilitate information from other departments for the benefit of customers Ensure that the basic benefits of various products are provided to customers Complete satisfaction Ensure that all quality standards are met Work with each kind of make-up and make-up for customers Handle shopkeeper and update Stock Details**

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**Administrative**

**Ammar Optics**

**October 2013 - January 2014**

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**Assistance and guidance to all customers assist in answering all custom inquiries related to different optics needs dealing with different kind of customers**

**Skills & Interests:**

**Ability to manage tasks and tasks.**

**Ability to work under pressure and manage time effectively.**

**Ability to troubleshoot and learn problems.**

**Fluent in Arabic and English (speaking and writing).**

**Rapid learning and motivation. Excellent time management. Good communication and interpersonal skills**

**References:**

**Personal, professional and academic references are available upon request.**

**I have all the following experiences:**

**Files management**

**Use computer programs such as:**

**Excel**

**Word**

**PowerPoint**

**Follow-up, correspondence and e-mail reception**

**"I also have experience in dealing with customers and managing communications and direct communication with customers**

**DEC 2017-2018**

**The Ministry of Housing followed the Construction Section**

**My job was to supervise office transactions and follow up e-mail with the ministry and arrange and manage files**

**oct 2018-2019**

**RAM Dental Hospital**

**Receptionist and customer service**