




CONTACT

 Khobar, 33 Years
 0538070533
 eman.moon2@gmail.com

SKILLS

- Time management
- Work under pressure
- COMMUNITY SERVICE
- Team work
- Flexibility
- Self improving among others

Eman Alruwaished

PROFESSIONAL SUMMARY

Dedicated Customer Service Representative motivated to improve service satisfaction and contribute to overall company success. Well-developed communicator versed in [\[Product or Service\]](#) solutions.

WORK HISTORY

Customer Service Representative 06/2022 - 12/2022

Little sports - Dammam

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with varying questions using product knowledge and service expertise.
- Assisted customers with product complaints, logging issues for investigation and providing replacement items.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.

HR ASSISTANT

10/2021 - 02/2022

Al Muhaidib Co. Group

- Handled MUDAD system for employees' contracts
- Monitored employees' timesheets and time off
- Handled other government systems such as GOSI, QIWA, and others

PATIENT RELATION CONSULTANT

04/2019 - 08/2019

Twareat Medical Center

HEAD OF EMPLOYEES' AFFAIRS

01/2015 - 03/2018

ALRUWASHID, Permanent Wok Gen. Construction Co

- Handled employees' affairs
- Planed employees tasks

HR Officer

08/2019 - 09/2021

Habitat Hotel - Khobar

- Monitored company HR data and trends to assess productivity against strategy and goals.
- Assisted in employment relations case work su, seeking positive outcomes.
- Processed payroll for employees working with accounting team.
- Hosted welcome events for new hires to build company culture.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.

- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with varying questions using product knowledge and service expertise.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.

EDUCATION

Bachelor of Literature: MAJOR IN SOCIOLOGY & SOCIA, 07/2015

Imam Abdulrahman – Dammam

- Graduate with 3.11 out of 5

DIPLOMA: FINANCE, 2009

Native Above average in English