

Sakeena Abdulmajeed Abdullah  
Tel: 00973 36888085  
Email: sakeena.assiri@hotmail.com

## Personal Details

Date of birth: August 18<sup>th</sup>, 1991  
Nationality: Bahraini  
Marital Status: Single

## Overview

With a proven history of hard work, creativity, energy, and experience. I am eager and adept at thriving in fast-paced environments. I am recognized by co-workers and managers for my energy, dynamism, creativity, and exceptional work ethic. I am a business administration graduate with 8+ years of field experience, a fast learner, and up for new challenges that are results-driven with hands-on experience working on customer and people management, reporting and analysis, and leadership

## Experience:

### RAIN Bahrain

CX

March 2022 - June 2022

### STC Bahrain

Resources Planning and Data Analytics Officer

November 2020 – March 2022

- Extracting daily, weekly and monthly reports for employees' performance
- Monitoring and tracking the resource tracking planner for teams.
- Extracting and adjusting monthly over time and payrolls.
- Forecasting and scheduling employees on each shift.

### Zain Bahrain

Marketing and Business Research Analyst

October 2016 – October 2020

- Contacting company clients and conducting regular surveys for quality control & management
- Monitoring and tracking local telecom operator social media platforms on daily basis.
- Extracting daily, weekly and monthly reports for the Customer Care Department.
- Extracting the TRA reports and Digital dashboard.
- Generating Data and analyzing it.
- Working on BI, Teleopti, ResponseTek, Discoverer, and BMC platforms.

### Invita Kuwait – Building Team

Team Leader

December 2014 – May 2016

Bank of Bahrain and Kuwait – Kuwait Anticorruption Authority – AlOmooma Hospital – Life Sciences Academy

- Provided daily direction and communication to employees so that customer service calls are answered quickly, efficiently, and knowledgeably.
- Created the Dashboard for each client and ensure the SL is above the target.
- Extraction of daily, weekly, and monthly client reports such as interval, performance, parameter, log sheet, and schedule.
- Provided statistical and performance feedback and coaching regularly to each team member
- Is available for employees who experience work and/or personal problems providing appropriate coaching, counseling, direction, and resolution
- Ensured employees acquire appropriate training and resources to perform their jobs efficiently.
- Created and maintained a high-quality work environment for team members.
- Assisted the manager with the call center's daily operation, including the development, analyses, and implementation of staffing, training, telemarketing, scheduling, and reward/recognition programs.
- Ensure that clients are kept happy and satisfied at all times

### VIVA-KUWAIT

Call Centre Senior Customer Care

May 2011- September 2014

- Managed and resolved customer complaints to ensure optimum satisfaction.

- Received and processed clients requests (Individuals, VIPs, and Corporate)

## **Alba**

**Training employee in the Carbon Admin department**

**July 2009**

### **Education**

2019 - 2021: Master's in Business Administration at Open University of Malaysia.

2011-2015: Bachelor of Business Administration-Economics at Arab Open University

2011- 2015: Bachelor of Business Administration and Economics at Arab Open University, Kuwait

2009-2011: Economic Finance in University of Bahrain courses

2006 - 2009: Isa Town Secondary Commercial Girl's School

2003 - 2006: Um Kalthoum Intermediate girl's school

1997 - 2003: Hafsa Primary girl's school

### **Skills and Abilities**

- Proficient in Computer Literate in Microsoft Office
- Fluent in written and spoken Arabic and English.
- Working under pressure.
- Hard-working, Reliable, Flexible, Cooperative, Organized, and Punctual
- Communication Proficiency.
- Customer/Client Focused.
- Leadership.
- Organizational Skills.
- Performance Management.
- Problem Solving/ Analysis.

### **Activities and Certificates**

- August 2021 - Analyzing Data with Microsoft Power BI
- March 2021 - Personal Data Protection Law – Bahrain
- November 2018 - January 2019: Professional Digital Marketing Course through Tamkeen (Pearson)
- October 2016 – November 2017: Dream Big Teaching Volunteers
- October 2016 – November 2017: Volunteering at Injaz Bahrain
- March 2015: Attended John Maxwell Seminar 5 levels of leadership.
- October 2011: Toastmasters Kuwait Member
- November 2010: Attended Business symposium “Investment in Financial Markets”
- October 2010: Attended the Information Technology symposium
- April 2010: Organized e-Learning conference at the University of Bahrain
- December 2009: Business Symposium "Gulf Economies... Challenge and Vision".
- July 2009: Toastmaster international
- July 2009: Alba summer internship program
- August 2009: a member of Pioneers

### **Reference**

- ✓ Available upon request