

ALANOUD ALMAYMOUN



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PROFILE

My objectives to obtain position in a professional office environment where my skills are valued and can benefit the organization

EDUCATION

Bachelor Degree in Psychology

2012 - 2016

- Princess Nora Bint Abdulrahman University
- Very Good Grade with Second Class Honor
- GPA: 4.29 out of 5

Diploma in Computer Applications

2016 - 2017

- Al-Imam Mohammed Ibn Saud University

SKILLS

- Decision Making
- Leadership
- Time Management
- Empathy
- Collaboration
- Communication skills
- Problem-solving skills
- Analytical skills

LANGUAGES



ARABIC



ENGLISH

EXPERIENCES

SOUM

Role: Customer Experience

Period: 2021 – Present

- Tracking customer experiences across online and offline channels, devices, and touchpoints.
- Collaborating with IT, production, marketing, and sales teams to enhance customer experience.
- Aligning customer experience strategies with marketing initiatives. as well as informing customers about new product features and functionalities.
- Identifying customer needs and taking proactive steps to maintain positive experiences.

SMSA

Role: Customer Experience

Period: 2017 – 2018

- Responding to customer queries in a timely and effective manner, via phone, email, social media.
- Analyzing customer feedback on product ranges and new releases, as well as preparing reports.
- Documenting processes and logging technical issues, as well as customer compliments and complaints.

36 HIGH SCHOOL

Role: Guidance Counselor

Period: 2016 – 2017

- Oversee and fulfill a guidance program designed to allow students to voice concerns without fear of punishment or judgment.
- Analyze student performance in class and identify sources of problems.