



Khalifa dajeh Al-Rajeh

CONTACT

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SKILLS

- Operational performance tracking
- Financial management
- Data collection and analysis
- Target-driven
- Contract management
- Project budgeting
- High-value project management
- Business development
- Employee management
- Strategic consultancy
- Business administration
- Office 365
- Windows O/S
- SharePoint
- Windows Server

LANGUAGES

Arabic: Native language

English: B2
Upper intermediate

Spanish: A1
Beginner

PROFESSIONAL SUMMARY

Store Manager equipped with extensive experience in retail management and sales. Employs excellent leadership skills and multi-tasking strengths. Efficient Technical Support Manager with a progressive career and significant experience leading support teams. Known for [Problem Solving] and [Teamwork]. Seeking a position with opportunities for growth in a fast-paced environment. Trained IT worker skilled with hardware and software. Analytical in investigating problems, tracing root causes, and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support. Passionate [Technical Support Supervisor] with experience in data accuracy and management. Independent problem-solver focused on customer service and product development. Works well under tight deadlines.

WORK HISTORY

Technical Support Supervisor 02/2011 - Current
Etihad Telecom Company (Mobily) - Dammam, Eastern Province

- Conducted effective IT support service training for [8] employees, leading to improved operational efficiency.
- Used ticketing systems to effectively prioritise end-user issues, minimising equipment downtime , (FTTH and Internet)
- Harnessed new technology to reduce error rates.

Administrative 01/2009 - 02/2011
Al Hayat Pharmaceutical Factory - Dammam, Eastern Province

- Delivered comprehensive training to employees to ensure and maintain compliance requirements company-wide.
- Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.

EDUCATION

Bachelor of Business Administration: Study in attendance, 01/2017
King Faisal University – Al-Ahsa, Saudi Arabia

Diploma of Higher Education: Part time, 09/2015
British American Academy – Dubai, United Arab Emirates

CERTIFICATIONS

- [Cyber Security] Training - [2017]

- [customs business] Training - [Customs Administration of King Abdulaziz Port]
- [Accounting and finance for individuals and companies] Training - [2018]
- Certified [customer service experience], [Emirates Telecom] - [2012]-[2014]
- [Introduction to Communication and Public Relations] Training - [2016]
- [Introduction to management and trade] Training - [2017]
- Certified [Strategic planning], [HP - Company] - [2017]
- Certified [First Aid], [University of Dammam] - [2015]
- [Technical skills in industrial management], [Industrial Technology Institute] - 2008