

Name : LULWA MOHAMMED ALQASHI

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PROFILE :

I specialize in the field of customer service and I have experience in this field, and I seek to apply the knowledge gained in an environment that enhances my ability to progress and gain new experiences .

JOB EXPERINCE :

- DEC 2020 – PRESENT , Saudi Arabia – Al-Khobar :

a. **Customer Service Specialist CSS (BackOffice)** , Company : National water company

- **Roles and responsibilities:**

a. Transfer of ownership of the property

b. Customer meter check refunds

c. Separation of debts of former customers from existing customers

d. Payment in installments for clients

f. Modification of building units

g. Issuance of invoices

e. Create accounts for residential, commercial, industrial and government clients

k. Working on erroneous payments

s. Create a new tickets for transactions that have a technical defect and upload them through the ITSM system

EDUCATION :

Imam Abdulrahman Bin Faisal University : **Associate's Diploma Computer Science (Information Technology)**Aug 2016 - May2019 , GPA 3.75 out of 5

CERTIFICATIONS :

- **Information Systems Certification and Accreditation Professional (ISCAP)**
- **Troubleshooting Common PC Issues For Users**
- **IT Service Management : ISO/IEC 20000-1**
- **IT Service Management : Tools**
- **Customer Experience Leadership**
- **Linux essentials system at IOT Cisco Network Academy**
- **Internet of things at MonshaatSA**
- **User interface design at MonshaatSA**
- **Blockchain technology at MonshaatSA**
- **Digital marketing at Google**
- **Cyber security course at Cisco Network Academy**
- **Computer maintenance at IAU**
- **Technical support professional at droob**
- **Computer crimes at IAU**
- **programming using java script**
- **workshop smart design at thakaa center**

COMPUTER SKILLS :

- **IT Service Management (ITSM)**
- **Linux Operating system**
- **Microsoft Programs (Word , Powerpoint , Excel , Outlook)**
- **Oracle system**
- **CISCO packet tracer**
- **Microsoft visual studio**
- **NetBeans (JAVA programming language)**
- **HTML , C# , JAVA , PHP , C++ , MySQL**
- **Windows powershell**

PERSONAL SKILLS :

- **Customer Experience Management**
- **Teamwork**
- **Leadership**
- **Effective and strong communication skill with client**
- **Ability to solve problem**
- **Good communications**
- **Able to organize and manage time**

AWARD & HONORS :

The eastern region municipality award in the hachathon of one million volunteers , second place has won in 2020

LANGUAGE :

- **Arabic**
- **English**