Raghad Fawzi Alshomar

Professional Summary

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills excellent time management and problem-solving skills.

Education

Bachelor in information Technology- 2011
King Abdul-Aziz University, KAAU- Saudi Arabia

Work experiences

December 2022- Current

Sales coordinator, Emirates NBD

- Managing schedules, filing important documents and communicating relevant information.
- Respond to complaints from customers and give after-sales support when requested
- Handle the processing of all orders with accuracy and timeliness
- Assist in the preparation and organizing of promotional material or events
- Ensure adherence to laws and policies.

August 2022, Septemper 2022

IT SPECIALIST (practical experience), Dr. Samir Abbas Hospital.
Jeddah, Saudi Arabia**.**

- Train employees on the use of systems to ensure comprehension.
- Answer user questions about hardware and software operation to help resolve problems.
- Provide remote desktop support to users, to increase productivity.
- Install new hardware and software for users and monitor version and patch update requirements.
- Complete investigations to check on reported errors and trace faults.
- Diagnose, troubleshot and resolved issues.

February 2022, July 2022
Sales Consultant, Mohammed Yousif Naghi – Genesis
Jeddah, Saudi Arabia**.**

- Provided clear, accurate pricing information to customers regarding specific products.
- Fostered customer loyalty and consistent investment by building positive and productive relationships.
- Adapted product and service offerings based on industry trends research.
- Developed growth strategy by innovating value propositions and sales tactics.

Personal Information

Mobile Phone
+966548444221

Email Address

raghad.shomar@gmail.com

Languages

Arabic: Native language

English: ★★★★

Personal skills

Teamwork

Confidence

Communication

Problem solving

Ability to work under pressure

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- Gathered and analyzed customer data to improve sales performance.
- Identified prospect needs and offered appropriate products and services.
- Collaborated with marketing team to drive conversions through campaigns and client referrals.
- Demonstrated products to encourage purchases by showcasing features and benefits.

December 2019, October 2021
Freelance Graphic Designer
Jeddah, Saudi Arabia**.**

- Leveraged media and graphic design expertise to develop marketing.
- Submitted design ideas in early planning stages with customers Designed, produced manufacturing of inline items and small retail consumer goods.
- Worked with customers to present mock-ups and collect information for adjustments.

January 2014, August 2014
SAP **Certificate, Prince Sultan University and SAP MENAE4E program**
Riyadh, Saudi Arabia

- C_THR12_66| SAP Certified – Human Capital Management with SAP ERP 6.0 EhP6.

- C_TERP10_66| SAP Certified Associate Business Process Integration with SAP ERP 6.0 EhP6.

- C_SM300_317| SAP Certified _ Business Process & Interface Monitoring for SAP Solution Manager 7.1.

-C_HANAIMP131| SAP Certified Application Associate (Edition 2013)- SAP HANA.

July 2013, December 2013
Computer trainer, **Al Khaleej Training and Education Centre (New Horizons)**
Riyadh, Saudi Arabia**.**

- Computer trainer

June 2010, July 2010
Summer Intern Main Office of Jeddah Municipality, Information Technology Centre (IT), 2 months
Jeddah, Saudi Arabia**.**

SALES SKILLS

- Sales and marketing

-Customer oversight

-Sales closing techniques

-Payment processing

-Product and service demonstration

-After-sales customer service

- Product demonstrations

- Product and service knowledge

- New business generation

- CRM Software proficiency

- Consultative sales

- Sales call strategy

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Technical Skills

- Languages: C#, C++, Visual Basic, Java, Python, ASP.NET, SQL.
- Applications: MS Visual Studio, Microsoft Office (Excel, Power BI,
  Power point, Word, Access, Visio.), Macromedia Flash.
- **VMWAR**
- Operating Systems: Windows, UNIX, Linux.
- Database Systems: SQL Server, MySQL
- Web Designing: PHP, HTML, JavaScript, CSS

Design Skills

Adobe Photoshop, Adobe Illustrator, Adobe Premiere, Adobe Aftereffect and Adobe InDesign.