



Reema Alhamdan

Customer Support Supervisor

CONTACT

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📍 Riyadh, Saudi Arabia.

PERSONAL INFORMATION

- Gender: Female
- Nationality: Saudi
- Marital Status: Single

INTERPERSONAL SKILLS

- Teamwork
- Problem solving
- Communication Skills
- Reporting Skills
- Ability to Work Under Pressure
- Motivation

TECHNICAL SKILLS

- Data analysis
- Microsoft Office
- Financial Modeling

LANGUAGES

- **Arabic:** Native
- **English:** Good

OBJECTIVE

An ambitious and hard worker, who is seeking a challenging opportunity in the market, an opportunity where I could utilize my talent and skills in achieving the entity's growth objectives.

EDUCATION

- **Diploma of Computer Applications** **Aug 2019**
Al-imam Muhammed Ibn Saud University.
G.P.A: 90%
- **Bachelor of Special Education** **Jun 2018**
Al-imam Muhammed Ibn Saud University.
G.P.A: 4.1/5

EXPERIENCE

- **Customer Support Supervisor** **Apr 2020 - Now**
In Online Store (TSeear)
 - Create a workflow for customer service in the online retail shopping services
 - Receiving and placing customer service need
 - Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
 - Resolving customer complaints, managing database records, drafting status reports on customer service issues
 - Data entry and research as required to troubleshoot customer problems
- **Administrator and teacher** **Aug 2018 – 2020 Mar**
In Privet school

COURSES

- Professional growth development
- Individual educational plan
- Report writing skill
- Sensory integration
- Working on systems