

Hawraa AlAli

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SUMMARY

A business graduate with 2+ years of experience in retails for telecom industry, who strive to work in an environment that promises prosperous future business and individual growth, values performance and offers a platform for creativity and teamwork.

EDUCATION



Bachelor of Business Administration, King Faisal University, KSA. (E-Learning)

Major: Business Administration, December, 2015 GPA: 4.41 out of 5.0.

EXPERIENCE

Branch Supervisor - Quantum Telecom Mar 2020 – Present



- Quantum Telecom Operator
- Accountable for managing all customer services, store operations, sales, merchandise, and inventory.
- Familiar with all aspects of retail, including hiring, scheduling, training, marketing, and team leadership.
- Hiring and developing a team of effective Customer Services Representatives.
- Cultivating a positive environment which supports Mobily values.
- Maintain a clean and organized store environment at all times.

Customer Service Rep - Quantum Telecom Aug 2019 – Feb 2020



- Accountable for understandings customer's needs, and deliver a strong customer experience that will allow them to confidently recommend Mobily to their friends and families.
- Ensure that customer needs when coming to the store is met before they leave.
- Stay on top of Mobily new products and offerings to achieve monthly target sales.

Sales Associate Dec 2018 – Apr 2019



Work as part of Claire's team to provide customers with a complete service and an enjoyable shopping experience in order to maximize sales. Claire's is the leading specialty retailer of fashion accessories and jewelry for young women and girls.

SKILLS

- Good computer skills (MS Office).
- Languages: Arabic: mother tongue. English: good speaking and writing.
- Hobbies: Crochet, Art, and Reading.

COURSES

- English courses at CESL, Arizona USA (4 Months)