

# **ASMA ALKHATHAMI**

Nationality: Saudi

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Current address: Eastern Province, SA

## **SUMMARY**

Accomplished highly motivated person with two-years experience in Operational Sector. Confident in making quick effective action with minimal information. Able to learn policies and procedures as a guide to make correct actions and decisions. Able to adapt easily and use available resources and data, and tools to set priorities. Collect information to improve customer satisfaction and ensure customers' needs are heard.

## **PROFESSIONAL EXPERIENCE**

### **Customer Service Operation at Arabian Centres Company (Dec 2018 – Present)**

Major Responsibilities:

- Supporting Mall tenants & customers via telephone, electronic, and/or face-to-face interaction with both external and internal customers alike.
- Resolving customer's problems by clarifying their complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.
- Keeping records of tenants' documents (i.e. contracts, letters, Work license, etc.), and file them.
- Writing up professional reports and updating daily operational tasks and documents.
- Working smoothly & effectively with all team members to ensure proper service is being delivered to the Mall tenants and customers
- Monitoring & issuing permit sheets for tenants' merchandise for entering and leaving the mall; issuing work permits & follow up with maintenance work inside tenants' shops.
- Providing operational cover for absent Operation Executives by:
  - Identifying & informing Management of any Health & Safety risk related to the Mall building that may affect employees, contractors & the general public.
  - Manage tenant shops operational compliance (i.e. shop appearance, merchandise, trading hours, waste removal, signage, etc.).
  - Handle all conflicts and dispute situations amongst tenants, customers, mall visitors.

## **TRAINING & COURSES**

- Customer Service Excellence by Arabian Centres Company (Sep 2 – Sep 4, 2019)
- Field Training Program at IABF University, rotation in three different departments: Accounting Department, Training & Development Centre, and Petty Cash Department. (Jan 2018 – May 2018)
- Entrepreneurship Competition by Industrial Development Center & Saudi Aramco (2018).
- Women Development Seminars by Saudi Aramco. (2015) &(2017)

## **ACHIEVEMENTS**

- Certificate of winning the first place in Business Plan Competition, JUC, (2016).
- Certificate of participating and managing the graduation event, IABF University, (2018).

## **SKILLS**

- Motivated and positive attitude.
- Strong interpersonal and communication skills.
- Multi-tasking and prioritizing skills.
- Excellent computer skills (Excel, Microsoft Word, PowerPoint)
- Fast Learner.
- Demonstrate high integrity.
- Work under high pressure.

## **EDUCATION**

Bachelor's Degree in business administration – Jubail University College. (2013 – 2018)

GPA: 2.94/ 4

## **REFERENCES**

Available upon request.