

# Hawraa Ahmad Al Qawez

**Nationality:** Saudi- **Born:** 24.12.1995

**Marital status:** single

**Contact:** ✉ Hawraa-AlQawez@hotmail.com

☎ 0544649514

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**Job Objective:** I graduated with a diploma in sales and marketing with A 4,5 GPA Ready to start working in any position connected with Customer service, Reception, sales, and marketing. I aim to develop the work, gain experience, reach company goals, and spotlight job conditions to provide the best.

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## 📁 Experience:

**3.2021 –11.2021**

Customer services and sales, Almusbah group (Mobile)

**Responsibility**

Help the customers and solve their problems Market the package Sale it, and extract new numbers.

## 🎓 Education:

**2017 -2020**

**International Technical Female College (Lincoln college)**

**Degree:** Diploma degree in sales and marketing with A 4,5 GPA.

**2018 English PET**

**Cambridge PET certificate**

Achieved Cambridge English Entry level certificate in ESOL international.

## 📄 Certificates:

**5-6 2019**

**OJT Customer Services at Saudi Ministry of labor**

**Responsibility**

Deal with complaint data pace and assistant employees and manager

**8-19.7.2020**

**8 courses to learn how you: Become a Customer Support Specialist at LinkedIn website**

- Customer Service course
- Writing Customer Service Emails course
- Phone-Based Customer Service course
- Managing Customer Expectations course
- Problem Solving and Troubleshooting course
- Creating Customer Value course
- De-Escalating Intense Situations course
- Innovative Customer Service Techniques

## 🔍 Skills:

- ✓ Language: Arabic/ Native
- ✓ Language: English Professional Proficiency
- ✓ Professional user of MS Office at an excellent level (Outlook, Word, Excel, PowerPoint and Publisher).
- ✓ Time management

- ✓ Able to work under a pressure
- ✓ Responsible employee
- ✓ Quick Learner.
- ✓ Adaptable to any work environment.
- ✓ The art of communicating with others.
- ✓ Team player.