

Esraa Almohammed Ali



Contact

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Personal information

Birth Date: April 1st / 1998

Marital Status: Single

Interests: History, Learning English, discovering others' cultures and Reading English

Languages

Arabic – (Mother Tongue)

English – C1

Objective

I'm seeking to community partnership through achievements and aspire to provide the best of me to society and associate with an organization that provide an opportunity to demonstrate my skills. I also strive to be a part to support 2030 vision.

Skill Highlights

- Microsoft Office
- decision maker
- Team Management
- Communication Skill
- Leadership and Teamwork
- Work under pressure

Experience

- **Customer service** – 2017 to 2018
- I Worked at SmartLink Company for Call Center (Customer Service) to Government Program called " Citizen Account ".
We were answering customers' questions about the program, submit inquiries and complaints to technical support to solve their issues and make calls to customers to check whether everything goes right with them or not.
- **Medical Insurance** – 2020 - For 2 months
- Sending requests approvals to companies for patients
- Contact with insurance companies for details and for follow up
- Dealing with patients and provide them with medical prescriptions.

Education

- 2019 – English Language from (IPA) – GPA: 4.3/5
- 2020 – Diploma of Human Resources Management (HRM), Institute of Public Administration (IPA), Riyadh – GPA: 4.72/5

Certifications

- 2020 - HR Planning Online Course
- 2020 – HR Recruitment Online Course
- 2020 – Introduction to Human Resources Functions Online Course
- 2020 – Communication Skills at Work Online Course