

## CONTACT

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- Makkah , Saudi Arabia

## SKILL HIGHLIGHTS

- Work under Pressure
- Effective Communication
- Team-work Skills
- Advanced multi- tasking
- Complex problem solver
- customer service and relationship-building skills

## LANGUAGE

- Arabic: Native
- English: Excellent

## HOBBIES

- Writing
- Sketching
- Photography
- Design

# RAWAN AHMED ABU ZAHRA

## SUMMARY

- Secretarial professional with deep knowledge of office management procedures. Proficient understanding of MS Office and management systems. Excellent customer service, with strong attention paid to detail, organization, and presentation skills.

## EXPERIENCE

### Secretary & Data Analyst - 03/2021 till date *National Water Company, Makkah, Saudi Arabia*

- Maintaining diaries and arranging appointments
- Typing, preparing and collating reports
- Organizing and servicing meetings (producing agendas and taking minutes)
- Managing databases
- Prioritizing workloads
- Implementing new procedures and administrative systems

### Public Relations Specialist (officer) - 09/2019 to 1/2021 *Abbas Maghrabi Hospital, Makkah, Saudi Arabia*

- Build relationships with new media contacts and maintain relationships with existing contacts
- Track and analyse media coverage to inform future campaigns
- Measure PR program impacts using regular reporting

## EDUCATION

### Bachelor of Mass Communication: - Public Relations | 2022 Umm Al-Qura University, Makkah

## CERTIFICATIONS

- Public Relations Course – Ministry of Education (4 Months).
- Public Relations Course – King Abdullah Medical City
- ICDL (Word, Excel, Power Point, Microsoft Office Package).
- Customers Service and Professional Public Relations.
- Work Pressure Management.
- Advanced English Course.
- Risk Management