

REHAB ALENEZI

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Qualification Summary

Accomplished and detail-oriented professional with broad experience in managing administrative operations and driving office efficiency and productivity within fast-paced environments. Proven track record of planning and implementing projects, preparing financial reports, and measuring and improving customer experience ratings. Skilled in analysing existing operations, and implementing necessary practices to enhance company performance. Demonstrated expertise in improving workforce performance, enhancing work engagements, and promoting teamwork to achieve organisational goals and targets. Competent to augment customer satisfaction and loyalty, and delivering excellent services. Champion at change, creativity, and continuous improvement aimed at unlocking business potential through strategic thinking and practical know-how. **Proven expertise in:**

- Administrative Support & Assistance
 - Client Relationship Building
 - Process & Performance Improvement
 - Document Maintenance & Handling
 - Client Services Management
 - Office Operations Management
 - Effective Communication
 - Issues Identification & Resolution
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EDUCATION AND CERTIFICATION

High School diploma (2017)

King Abdullah academy, Virginia, United States

English (2016)

Northern Virginia community College Virginia, United States

PROFESSIONAL EXPERIENCE

Ali Zaid Alquraishi & Brothers – [DAMMAM 2020 – present](#)

Administration Assistant, Present

Generate desired outcomes by efficiently handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies in a professional manner. Maintain supplies inventory by checking stock to determine inventory level, placing and expediting orders for supplies, and verifying receipt of supplies

Key Contribution:

- Streamlined and improved business operations by maintaining smooth workflow and delivering value-added administrative support.

Freelance Photographer, 2014 to Present

Leverage strong professional expertise while securing subjects in commercial-quality photographs. Conduct detailed assessment and make quality decision on methods of composing a subject with high-level accuracy. Deliver final product to several sources including internal and external customers, media, graphic designers, and corporate communications.

Key Contribution:

- Acquired potential clients by developing and executing marketing strategies directing advertisement operations and targeting prospective audience.

Maintenance Manager – [Saudi Arabia, Alkhobar](#)

Customer Relationships Specialist, 2019 to 2020

Generated and updated documents related to customer accounts and business reports. Assisted with system and CRM updates to verify customer type, market segment, and other key data.

Key Contributions:

- Met and surpass customer expectation by demonstrating detailed information of product and services and customers complex issues.
- Gained satisfaction and loyalty of customers by delivering exceptional services, such as responding to clients enquires and directing phone calls.

International Student Office – [United States, Pennsylvania](#)

Secretary, 2017 to 2019

Maintained smooth workflow by arranging documents, paperwork, and managing file system in an efficient manner. Played an instrumental role in proper execution of projects and timely completion of routine operations by overseeing all activities.

Key Contributions:

- Built strong relationships with prospective clients by providing exceptional customer services by responding to clients enquires and directing phone calls.
- Enlarged customer engagements by identifying fulfilling customer needs demands and requirement while greeting with customers, clients, and visitors.

Freelancer Graphic Designer, [2017 year to present](#)

Attained optimum outcomes by managing details mechanism of projects while coordinating with senior graphic designer. Delivered successful minor customer propjets by managing all operation from inspection to completion.

Key Contribution:

- Boasted online traffic by designing and preparing graphic content for company's website and utilizing advance techniques.

TECHNCIAL PROFICIENCIES

Microsoft Office Suite (Word, PowerPoint, and Excel) | Adobe
Photoshop | illustration | InDesign

LANGUAGES SKILLS

Arabic (Native) | English (Fluent) | Spanish (Basic)

VOLUNTEER EXPEREINCE

Organization Manger at Washington DC Islamic Organization, 2015 - 2017