

## Contact

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- Dammam, Saudi Arabia
- Saudi
- Single
- August 13, 1997

## Skills and Competencies

- statistical analysis**
- Computer skills**
- Problem-solving**
- Decision-making**
- communication skills**
- Leadership skills**
- Time-management**

## Languages

- Arabic
- English

# Hanan AlQahtani

## Quality officer

Bachelor's degree of E-commerce from Saudi Electronic University. My major combine between Business Administration and information technology therefore, I have developed excellent leadership and computer skills through my degree. I consider my self as an energetic, dedicated, motivated hard worker who's able to handle multiple tasks with creative approach.

● **Jan 2016 - May 2020**

**BSc degree of Business Administration: E-Commerce**  
**Saudi Electronic University , Dammam**

## Experience

● **Feb 2022 - Present**

**Quality officer**  
**OxfordSaudia flight academy , Dammam**

- Develop and review company's policies to ensure their compliance with regulation and legislation.
- Review the company procedures, practices and documentation to identify potential weaknesses or risks of non-compliance.
- Conduct periodic audits for internal departments.
- Ensure quality system is properly implemented, maintained and continuously reviewed & improved.
- Controlling the company's external & internal records; revisions of operations and training manuals.
- Create effective action plans.
- Reporting progress statistics (KPI)
- Handled conduct and disciplinary actions from verbal counseling to formally written warnings notice up to suspension and termination.

● **Jan 2021 - Dec 2021**

**Data Entry & Customer Service**  
**Elm Company / Ministry of health, Khobar**

I worked as a Data Entry & Customer Service agent in Vaccination center at Dhahran Expo.

- Handling both positions where I have to take care of the patient inquiries also verify and edit their medical data.
- Provide help and full care.

● **Feb 2020 -  
May 2020**

**E-commerce Specialist**

**Alfalak Electronic equipment & Supplies, Khobar**

Through working in a position that align with my field of studies and experience at college, i have become well-aware of E-commerce tasks and work environment.

These are some value-added tasks i have been assigned to:

- I worked on two different e-commerce platforms
- Market research and competitive analysis
- Content development
- Social media management
- Customer service
- Web testing
- Design and graphics

**Projects**

**Jan 2022**

**IKTIVA FORUM**

**Saudi Aramco, Khobar**

Managing all communications between sponsors, exhibitors and visitors.

- Coordinating
- Problem solving
- Data processing