

# Fatima Ahmed Al-Dossary

Saudi Arabia - Khobar

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## OBJECTIVE

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To enhance my educational and professional skills in a stable and dynamic workplace.

## EDUCATION

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**Swiss Business School** February 2021 - Present  
*Master's in Business administration*

**Imam Abdulrahman Bin Faisal University - College of Arts** 01 Jun 2015 - 27 Dec 2018  
*Bachelor's degree in English Language and Literature*

## WORK EXPERIENCE

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**Massadr Human Resources Services Company** August 2021 - Now  
*Recruitment Coordinator - Talent Acquisition Department*

### Responsibilities :

- Updating the employees' master data.
- Searching resume databases (Bayt.com, LinkedIn, Naukrigulf ) for ideal candidates.
- reviewing applicants and identifying the most qualified for a given position.
- Using Enjaz for issuing E-Wakala.
- Preparing and issuing the job offers and employment contracts for new employees.
- Preparing employment contract renewal for current employees.
- Preparing Travel order that includes Packages for Tickets and hotels.
- Assisted in entering the required data for launching the ERP system.
- Creating Purchase orders for the employee's invoices in the ERP system.

**Massadr Human Resources Services Company** July 2020 - August 2021  
*Sales Support - Household Sales Department*

### Responsibilities :

- Making sure that the sales officers are on track with sales goals.
- Taking sales information and puts it into an easily readable format.
- Managing the correspondence between the sales team and their clients.
- Supporting and organizing sales and marketing meetings.
- Document controller (Filing documents, entering data, and maintaining database)
- Resolving client's complaints by using CRM System

**Dr . Sulaiman Al-Habib Hospital - Khobar.** April 2019 - March 2020  
*Customer Service Coordinator*

### Responsibilities :

- Handled patients and greeted them in a friendly, professional manner using the suggested script.
- Booked, rescheduled, and canceled appointments under patients' requests.
- Entered Patient information into a patient information system.
- Capacity to negative stressful situations with ease.
- Ensured customer satisfaction and assisted them with issues related to their health.
- Developed knowledge of patient needs and trends to improve patient satisfaction and loyalty.

## VOLUNTEERING EXPERIENCE:

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**Third Middle School - Saudi Arabia -Dhahran.** August 2018

## **COURSES**

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The Future path program for career preparation by Mohammed bin Salman foundation Misk Foundation. 16 May 2020

Human Resources Management Training Course, Khobar, Accredited by Technical and Vocational Training corporation. Sep- Oct 2019

Compliance and Ethics Training Course, Dr .Sulaiman Al-Habib Hospital, Khobar 16 September 2019

Information Security Training Course, Dr . Sulaiman Al-Habib Hospital, Khobar. 15 September 2019

Effective Customer Service Excellence, Asharqia Chamber of Commerce, Dammam 29 -31 October 2018

## **SKILLS**

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Microsoft Office

Customer Service

Fast Learner

Time Management

Fast Typing

Excellent Communication Skill

## **LANGUAGES**

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English Language ( Advanced )

Arabic Language ( Native )

## **REFERENCES**

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References available upon request