



HANA GHALIB

ABOUT ME

I worked as an English trainer for four years from **2014** until the end of **2018** before I changed my career path. I am interested in Management filed.

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- 📍 Dammam

EDUCATION

ARAB OPEN UNIVERSITY

2009-2013

Bachelor of Arts: English language and Literature

CERTIFICATIONS

- May 2016 Training Certificate in IT Skills Foundation validated.
- Des 2018 Human Resources Course.
- Des 2018 Financial Accounting Course.
- Aug 2020 IELTS score 6.5 (not less than 6 in all four skills).

SKILLS

Graphic Designing	Administration
Leadership skills	Training
Document Management	Communication
Team Building	Problem Solving
Financial Accounting	Tourism
Event management	Logistics

SOFTWARE

MS Office	Photoshop
G-Suite	Illustrator

WORK EXPERIENCE

VISITOR SERVICES & CALL CENTER AGENT

Moments International LTD, Dhahran / Ithra
Feb 2021 - Present

- Welcome visitors and interduce them to the center.
- Do tours in both languages, Arabic and English.
- Do presentations and desig booklets.
- Answer customers calls, send SMSs and reply to customers emails.

TOUR GUIDE

National TalentS Company, Al Ula
Jan 2020 - Mar 2020

- Introduced visitors to the art works .
- Guided groups of up to 25 people on tours of **Desert X AIUla**.
- Delivering tours for the royal family members.
- Developed tour programming to enhance guest experiences .
- Answered questions, pointed out important features, and offered further details about special exhibits to educate visitors .

OPERATIONS ASSISTANT

National TalentS Company, Dhahran / Ithra
Sep 2019 - Nov 2019

- Assisted in operation of more than 10 different programs in Tanween Event.
- Do the whole candidate process including, shortlisting of qualified profiles, conducting interviews and hiring more than 50 candidates for the event (HR recruitment).
- Assisted with day-to-day operations of facility including scheduling and customer service.
- Assisted operations manager with planning of routine operations and special projects.
- Continually sought methods for improving daily operations. communications with clients, recordkeeping and data entry for increased efficiency.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Assisted coworkers and staff members with special tasks on daily basis.
- Benchmarked all other similar for key learnings.



TEAM LEADER

*National TalentS Company, Dhahran / Ithra
Jun 2019 - Aug 2019*

- Demonstrate commitment to the safety and security of children and lead them to the classes.
- Assist educators in the delivery of lessons and organise classrooms, work centres, and activity areas.
- Supervise students during lunch and other break times.

ENGLISH TRAINER

*Academy of Learning/ Canadian Center, Dammam
Oct 2014 - Aug 2018*

- Gave 76 courses in 7 levels for hundreds of students.
- Helped students develop important learning skills and good study habits useful in trade school or college education.
- Established appropriate deadlines and provided complete instructions for reading assignment and homework.
- Worked with administrators on behavioral issues to support needs of all students.

VOLUNTEER EXPERIENCE

KING ABDULAZIZ CENTER FOR WORLD CULTURE (ITHRA)

Oct 2018 - Jan 2020

- Welcome and Introduced visitors.
- Do tour guiding and answering their questions.
- Crowd management.
- Help educators in presenting workshops.