



## ZAHRA AL-OSAIF

Customer and technical support

### PROFILE

Highly motivated and passionate customer support, seeking to obtain a senior level related to business administration industry. Highly ambitious-friendly – and have excellent communication skills, critical thinker, hardworker and capable of managing or working on multiple tasks with firm deadline. A quick learner and keen to learn the latest development in any business administration industry

### CONTACT

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+966564448428

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### HOBBIES

Reading  
Traveling  
Buzzle solving

### EDUCATION

- King Faisal University 2015 - 2018  
BS in Business Administration
- Anti-Money Laundering and Terrorist Financing through Trade Operations
- IFCE certificate
- medical secretary program 2010 – 2011

### WORK EXPERIENCE

**Total care Saudi – customer and technical support** June 2017–now  
Prepare the company contracts (new provider or amend the old deals)  
– arrange the medical life insurance program.

**Total care Saudi – executive secretary** - June 2017–2020

-Doing the secretary task for the COO as a part time work

**Total care Saudi - company delegate** Nov 2015–May 2017  
Help the patient at the hospital - sending the urgent request approvals and getting the policy conformations.

**Saad specialist hospital - transfer office coordinator** Jan 2013– Oct 2015  
Arrange the medical and financial approval to transfer the patients from the other hospitals to Saad hospital

### SKILLS

- Good in English and Arabic speaking and writing.
- Good in using Microsoft office programs.
- Familiar with secretary and admin work.
- Leadership skills and ability to team working.
- Attention to details.
- Deadline- oriented.
- Time manage.
- Good in communications with client.
- Familiar with prepare reports.