

SHAIMA ALI AL-HUMOOD

+966504474223 | Shaima_a_h@hotmail.com | linkedin.com/in/shaimaalhumood | Eastern Province

PROFESSIONAL SUMMARY

Results-driven Computer Information Systems graduate with 4+ years of experience in customer operations, administration, logistics, and ERP/CRM systems. Skilled in team leadership, cross-functional coordination, and technical support. Known for problem-solving, attention to detail, and adaptability in fast-paced environments. Seeking a strategic role to drive operational efficiency and growth.

KEY SKILLS

Soft Skills: Communication • Leadership • Problem Solving • Collaboration • Team Management • Analytical Thinking • Documentation • Presentation • Attention to Detail • Initiative

Technical Skills: ERP Systems • Microsoft Dynamics CRM • HubSpot • Zoho Books • Microsoft Office Suite • SQL • C++ • Java • JavaScript • HTML5/CSS3 • PHP • Tableau • Axure RP • Balsamiq • Software Testing • UI/UX • Help Desk • Windows OS • Data Mining • Data Analysis

PROFESSIONAL EXPERIENCE

Administrator Specialist

Elcome International LLC | Khobar, Saudi Arabia | Apr 2024 – Oct 2024

- Prepared accurate client quotations using ERP systems based on email requests.
- Registered new clients and created sales opportunities within Microsoft Dynamics CRM.
- Managed office supply procurement, petty cash, and processed employee expense claims with proper documentation.
- Confirmed incoming shipments from Dubai headquarters and updated inventory records in ERP.
- Completed vendor registration and maintained organized records of invoices, vendors, and supporting documents.

Customer Support Specialist

OTO Global IT Company | Remote | Aug 2023 – Apr 2024

- Delivered prompt, multi-channel customer support, maintaining high satisfaction levels.
- Resolved shipping-related issues including customs delays, failed deliveries, and coordinated logistics follow-ups.
- Collaborated with shipping partners and internal teams to ensure timely and effective issue resolution.
- Reported recurring problems to the product team, supporting continuous system improvements.

Acting Customer Support Director

CloudApps LLC for Information Technology | Dammam, Saudi Arabia | Mar 2021 – Feb 2023

- Supervised and coached the customer support team, ensuring timely resolution of inquiries and complaints.
- Assigned and prioritized support tickets while tracking team performance and maintaining KPIs across multiple service channels.
- Managed escalated and high-impact cases, providing direct resolution.
- Advised senior management on strategies for service enhancements and operational efficiency.

Customer Success Specialist

CloudApps LLC | Mar 2022 – Feb 2023

- Developed and maintained strong client relationships to facilitate renewals and long-term engagement.
- Delivered comprehensive product training and supported onboarding to maximize client value and adoption of new features.
- Conducted quality assurance testing on new software releases to ensure stability and performance.
- Supported post-sale customer success activities to drive satisfaction and retention.

Customer Service Specialist

CloudApps LLC | Oct 2020 – Feb 2023

- Provided daily customer support via phone, email, WhatsApp, and in-person channels.
- Diagnosed and resolved technical issues, including POS troubleshooting and software feature guidance.
- Configured and maintained network printers, delivering basic IT and software support as needed.

Programmer (Intern)

Smart Method Company | Remote | Jun 2020 – Aug 2020

- Developed a web-based administration control system using HTML, CSS, and JavaScript.
- Collaborated closely with developers and QA testers to refine application logic and improve functionality.

Help Desk (Intern)

Imam Abdulrahman Bin Faisal University | Dammam, Saudi Arabia | Jun 2020 – Aug 2020

- Delivered technical support to faculty and students by diagnosing and resolving common IT issues.
- Documented troubleshooting procedures and created user-friendly guides to enhance future support efficiency.

EDUCATION

Bachelor's Degree in Computer Information Systems (CIS)

Imam Abdulrahman Bin Faisal University | Dammam, Saudi Arabia | 2015 – 2020

Relevant Courses: System Analysis and Design • Data Mining and Warehousing • Software Quality Assurance

CERTIFICATIONS

- Customer Service Diploma
- Principles of Ethical Hacking
- Building Business KPIs
- Cybersecurity and AI
- Introduction to Cybersecurity
- Emergency First Aid
- Fire Prevention / Fire Fighting Training

PROJECTS

- Course Portfolio Management System: Senior graduation project involving structured design and full system documentation.
- Pet Breeding Sales App: Analyzed user requirements and designed system interface for a pet sales application as part of the System Analysis course.

VOLUNTEERING

Data Entry Representative

Society of Social Services | Dammam

LANGUAGES

- Arabic
- English