

LEENA ALQAHTANI

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OPERATION SPECIALIST

Dynamic and results-oriented professional with experience in Operation control, customer experience and administration. Passionate about contributing to organizational success and driving positive change. Ready to leverage skills and experience to excel in a new challenges.

STRENGTHS AND EXPERTISE

Effective Communication
Time Management
Team Player

Problem-Solving
Negotiation Skills
Client Relationship Management

Team Leadership
Adaptability
Mentoring and Coaching

PROFESSIONAL EXPERIENCE

Raqtan Group (EKUEP & QAVASHOP.COM) Operation Specialist

Dec 2022- Present

- Coordinated with suppliers, vendors, and logistics partners to ensure timely and accurate delivery of materials and components.
- Defined and implemented quality standards and operational procedures to meet or exceed client expectations.
- Planned, executed, and monitored operational projects, ensuring alignment with budget and timeline constraints.
- Managed end-to-end order processing, including transactions, returns, and replacement requests, by coordinating between clients, logistics companies, and vendors.
- Utilized platforms such as Zendesk, Freshdesk, PrestaShop, and Slack for communication, ticketing, and workflow management.

Customer Service Agent

OCT 2021- Dec 2022

- Receiving and placing customer service telephone calls
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
- Resolving customer complaints, managing the database records, drafting status reports on customer service issues
- Data entry and research as required to troubleshoot customer problems
- Improved customer experience by developing and maintaining informative content, including FAQs, help articles, and instructional guides.

Admin Assistant and Receptionist Atlas International School

April 2021- June 2021

- Managed front desk operations, including answering phone calls, responding to emails, and handling walk-in inquiries.
- Scheduled and coordinated appointments and meetings for school administrators and staff.
 - Handled document processing, including registration forms, student records, and permission slips.
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EDUCATION

Bachelor degree of English Language
Linguistics and Literature

IAU - Immam Abdulrahman Bin Faisal University