

ZAHRA AL HERZ

Dammam, Eastern Province | +966-558153763 | Zahra.Alherz96@gmail.com

EDUCATION

- Imam Abdulrahman Bin Faisal University, Dammam Aug 2016 – May 2021
 - Bachelor's Degree in Sociology and Social Work

EDUCATION

- Sales Specialist – Bayt Al-Ansari Factory Jan 2022 – Dec 2023
 - Identified new clients and addressed their needs through comprehensive product consultations, translating requirements into tailored solutions.
 - Built and maintained strong customer relationships that ensured business continuity and elevated satisfaction metrics.
 - Proficient in using (**Oracle NetSuite**) for order management, customer data updates, and efficient monitoring of daily operations
 - Exceeded customer satisfaction (**KPIs**) by delivering exceptional, white-glove service standards.
 - Resolved inquiries, creating seamless purchasing experiences that strengthened brand loyalty.
- Social Worker (Intern) – Ishraqat Daycare Center, Dammam 10-week in 2020
 - Provided psychosocial support for children with special needs
 - Developed and implemented educational recreational programs.
- Social Worker (Intern) – Secondary School 11 for Girls, Dammam 10-week in 2019
 - Delivered counseling services to students
 - Identified social issues and created customized intervention plans.
- Social Worker (Intern) – Dhahran Specialist Eye Hospital, Dhahran 10-week in 2018
 - Offered psychological support to ophthalmology patients
 - Assisted patients in adapting to visual impairments.

EXTRACURRICULAR ACTIVITIES

- Social Therapy – King Fahd University Hospital Mar 2022
- Professional Interview in Social Work – King Fahd University Hospital Mar 2022
- Experimental Designs in Social Work – King Fahd University Hospital Mar 2022
- Healthcare Practitioner Stress Management – Eighth Health Training Center Mar 2022
- Professional Practice in Social Work – Saudi Association for Social Work Dec 2021
- Therapeutic Methods – Ejada Training & Development Center Dec 2021
- Social Anxiety Disorder – Qadir Mental Health Support Group May 2020

SKILLS

- Client Relationship Management
- Needs Assessment & Solution Development
- Negotiation & Persuasion
- Sales Performance Optimization
- Conflict Resolution & Customer Retention
- Cross-Functional Team Collaboration
- Time Management & Prioritization
- Creative Thinking & Innovation
- Problem-Solving
- Microsoft Office

LANGUAGES

- Arabic: Native
- English: Very good