

MARWA ALNAMSHAN

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EXPERIENCE

MPH Arabia company | Support Service assistant

Present

- Prepare and coordinate correspondence, reports, and documents.
- Organize and maintain files and records (both physical and electronic).
- Schedule meetings, appointments, and manage calendars.
- Respond to staff inquiries and provide necessary support.
- Coordinate between departments to ensure smooth workflow.
- Prepare purchase requests and invoices and follow up with the Finance Department as needed.

Gecat ontracting company | Hr Coordinator 2024

- Adding new employees to the QIWA platform.
- Transferring employees from one company to another through QIWA platform and updating their date.
- Enrolling them in General Organization for social insurance GOSI.

Jawa Hr | Client Relations

2021-2024

- Ensuring your existing clients are satisfied through after-sales care, as well as gaining and using feedback.
- Identifying and approaching potential new companies or individuals to engage as clients.
- Researching industry trends and providing advice to colleagues about client strategy or new sales opportunities.
- Giving presentations to clients about products or services.
- Acting as a point of contact for complaints and escalating issues as appropriate.
- Ensuring that the terms of a contract are adhered to by both your employer and clients.
- Understanding and helping to meet the targets and aims of the client.

Jawa Hr | Business Development

2019- 2021

- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Supply management with reports on customer needs, problems, interests, Competitive activities, and potential for new services.
- Visiting clients and potential clients to evaluate needs or promote services.

Jawa Hr| Customer Service**2016 – 2019**

- Answering questions about a company's services.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.

Sunset beach resort| Member Relation**2012-2015**

- Overseeing the membership process.
- Providing excellent customer service.
- Assisting with data entry and management.
- Collaborating with the accounting department.
- Supporting the major gifts program.

Almana company| Secretary**2011-2012**

- Answering calls, taking messages and handling correspondence.
- Maintaining diaries and arranging appointments.
- Typing, preparing and collating reports.
- Filing.
- Organizing and servicing meetings

EDUCATION**Bachelor Degree in Business Management| King Faisal University**

2011– 2015

ADDITIONAL INFORMATION

- Core Competencies: Leadership, Decision making, Teamwork, Communication, Time Management
- Professional Achievements: Ongoing commitment to business management courses and English course.
- Languages: Proficient in English and Arabic.