

CURRICULUM VITAE

Personal Information:

Name: Arwa Salem Al-Yami
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Qualification & Courses:

- Bachelor of Geography Information System (GIS) - University of Imam Abdulrahman Bin Faisal University in 2020.
- English Diploma from Gulf Training Institute 2022.
- Course in Data Entry & Microsoft Office from Gulf Training Institute. Certified by Vocational & Technical Training Crop for (240) hours 2022.
- Course in Administrative and Secretarial Skills Enhancement 2024.
- Course in Inspiring Culture through Emotional Intelligent 2024.

Practical Experiences:

- **Clerk in Al Mana General Hospital (10-2022 \ Present):**
 - Expert in Health information system and data entry.
 - Preparing Daily, Monthly and yearly census.
 - Dealing with Medical supplies in cath lab.
 - Coordinating with medical representatives.
- **Experience as Customer Service Specialist in UVA Company (6-2021 \ 6-2022) :**
 - Assisting customers in overcoming the problems they face and providing adequate and sufficient answers to all the inquiries.
 - Marketing the company's products and offers.
 - Receive, cancel and return customer orders.
 - Communicate with customers through various means and communication sites.
 - Immediately respond to customer inquiries.

Personal Skills:

- Good Communication skills.
- Problem Solving.
- Team Work Player.
- Excellent Computer Skills.
- Time Management.

Languages:

- Arabic
- English