

Rafeef Alqahtani

0550756552

rfefqh115@gmail.com

Asir, Abha

EXPERIENCE

Customer Service & Social Media Account Management

Ghosn Al Nahet Store – Abha

Part-time – 2023

Home-based work

- Responded to customer inquiries via direct messages and comments.
- Managed the store's social media accounts (Instagram and TIK TOK).
- Enhanced customer satisfaction by providing timely and professional support.
- Addressed complaints and ensured a smooth communication experience.

EDUCATION

Bachelor of Computer Science

King Khalid University, Sarat Obaida

Graduation Project: Voicemail for the Blind

11/2013 – 05/2018

CERTIFICATES

Administrative empowerment

Executive Secretariat, Smart Electronic Office Management

Microsoft Excel

Effective leadership and team management

Total Quality Management (TQM)

Technical skills in education and work

SUMMARY

A computer science graduate, I am keen on effective and managerial roles. I am known for my adaptability and organization, and my commitment to providing professional and high-quality support.

SKILLS

- Time Management
- Flexibility & Adaptability
- Leadership & Teamwork
- Customer Services
- Social Media Management
- Microsoft Excel

LANGUAGES

Arabic

Native

English

Intermediate