

Rima Al-Shehri

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OBJECTIVE

Detail-oriented Quality Specialist with experience in complaints management, reporting, and service quality improvement within the public sector. Skilled in handling customer inquiries, analyzing feedback, and preparing performance reports to enhance operational efficiency. Strong communication skills with the ability to work under pressure and collaborate effectively within teams

EDUCATION

Umm Al-Qura University

- Bachelor of Arabic Language
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EXPERIENCE

Ministry of Hajj and Umrah

- **Quality Specialist – Complaints and Reports Department**
 - Received, reviewed, and processed customer complaints and service reports
 - Responded to inquiries and followed up on cases to ensure timely resolution
 - Classified complaints according to approved quality standards and procedures
 - Prepared analytical and performance reports to support decision-making
 - Contributed to service quality improvement initiatives
 - Maintained accurate documentation and case records
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SKILLS

- **Complaints Management**
 - **Quality Assurance**
 - **Report Writing and Documentation**
 - **Customer Service**
 - **Data Analysis**
 - **Communication Skills**
 - **Problem Solving**
 - **Teamwork**
 - **Time Management**
 - **Microsoft Office (Word, Excel, PowerPoint)**
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LANGUAGES

- **Arabic**
- **English**