

ABDULELAH MOHAMMED ALRAKAF

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SUMMARY

Motivated professional with experience in customer service, e-commerce, and developmental programs. Skilled in communication, public speaking, and using technology to deliver results. Dedicated to achieving growth through innovative strategies.

EDUCATION

Travel and Tourism Diploma | King Faisal University (Student)

Bachelor of Social Sciences - Special Education | Imam Mohammad Ibn Saud Islamic University 2018

Public Administration Diploma King Faisal University 2022

Computer Applications Diploma | Imam Mohammad Ibn Saud Islamic University 2021

EXPERIENCE

Development and Skills Specialist

Aug 2024 – Jun 2025

Riyadh Specialized Rehabilitation Center

- Conducted behavior analysis and modification programs.
- Worked across six core developmental domains:
 - Cognitive
 - Language
 - Independent living skills
 - Social
 - Gross motor skills
 - Fine motor skills

Customer Service Representative

One Year

Contact Center (CCC) for Saudi Post Project

Independent Work in The Field of E-sales and Marketing

2 Years

- Sourcing and purchasing products through platforms such as Amazon and AliExpress.
- Writing product descriptions and marketing content to promote items effectively.
- Managing customer interactions, handling orders, and ensuring timely delivery of goods.
- Personally delivering products to clients to guarantee satisfaction and build trust.
- Built and maintained a store on Haraj.com, receiving over 47 positive reviews from satisfied customers.
- This hands-on experience sharpened my skills in sales, customer service, digital marketing, and e-commerce operations, all while managing end-to-end logistics.

Self-employment and Flexible Work

3 Years

- Sabbar Company
- AS3A Platform
- Marn Platform
- Uber Company

COURSES & CONFERENCES

- Certified Guest Service Professional, American Hotel & Lodging Association 2025
- International Summit for Exhibitions and Conferences – 3rd Edition Honored Guest, Recognized Travel and Tourism Student Invited as an official guest and received recognition among outstanding students in the field of Travel and Tourism
- Effective selling: A practical toolkit from scalers academy 35 hours, 2022
- Marketing agricultural products and E-marketing from ministry of environment, water and agriculture for 90 days

SKILLS

- Creative thinking and analysis
- Writing articles and reports
- Ability to speak in front of the camera
- Public speaking
- Adaptability
- Use of computers, MS office and search engines

LANGUAGES

- Arabic
- English