

Ghada Altamimi

 [0550978811](tel:0550978811)

 Ghadaaltamimi155@hotmail.com

 Saudi Arabia - Riyadh

 [Linked](#)

OBJECTIVE

Customer Experience Specialist with a strong background in client success, support operations, and digital communication. Adept at building lasting customer relationships, enhancing service quality, and driving retention through data-informed strategies. Seeking to contribute to a forward-thinking organization where I can leverage my experience to optimize customer journeys and support business growth.

EDUCATION

Imam Mohammed Ibn Saud Islamic University

Bachelor of Arts in Journalism and Electronic Publishing.

Graduation Year: 2022

EXPERIENCE

GrintaHub – Riyadh, Saudi Arabia

Customer Experience Representative | November 2023 – Present.

- Responded to customer inquiries via phone, email, and chat promptly and professionally.
- Identified customer needs and guided them in using specific platform features.
- Conducted scenario testing to report product malfunctions.
- Updated internal databases with records of technical issues and interactions.
- Monitored and resolved customer complaints on social media platforms.
- Educated customers on new features and functionalities.
- Assisted in onboarding and training new customer support staff.

Deem Space – Riyadh, Saudi Arabia

Client Success Associate | January 2023 – November 2023.

- Onboarded new clients, ensuring smooth integration of services.
- Provided ongoing support and resolved client inquiries efficiently.
- Conducted regular client check-ins to assess satisfaction and gather feedback.
- Collaborated with internal teams to align offerings with client needs.
- Delivered training sessions to help clients understand and use products effectively.
- Proactively monitored client accounts to ensure satisfaction and retention.

Armed Forces Medical Services – Riyadh, Saudi Arabia

Content Manager | February 2022 – June 2022.

- Established content management policies and procedures from the ground up.
- Created and implemented content strategies to improve the institution's digital presence.
- Worked with academic departments to develop engaging and informative materials.
- Ensured all content met quality standards and branding guidelines.
- Leveraged analytics tools to evaluate performance and refine strategies.

SKILLS

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|------------------------------|--------------------------|
| ○ CRM Tools. | ○ Communication. |
| ○ Data Analysis. | ○ Relationship Building. |
| ○ CMS Platforms. | ○ Problem Solving. |
| ○ Social Media Monitoring. | ○ Adaptability. |
| ○ Customer Support Software. | ○ Collaboration. |

COURSES AND CERTIFICATES

- Customer Service and Consumer Relations | Edraak.
- Essential Career Path Development Skills | Bayt.com.

LANGUAGES

- Arabic
- English.