

Rayana AlMutairi

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 Khobar, Eastern province

CAREER OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EXPERIENCE

Customer Service Senior officer
NapcoNational, Dammam, Eastern / Dec. 2021 – 27 Sep 2023

Handle all tasks related to order processing from product creation, quotations, artwork, and order issuance. Follow-up on orders and manage logistics.

Tasks and responsibilities:

- Release and create orders on ERP system, to be proceeded with production, and ensure it passes therequired approvals.
- Issue Costing request, quotations, and RFQs as per the sales requirements.
- Manage products, by creating new products, requesting samples, editing existing products.
- Cross-check sales contacts and trade agreements with customers prior to the issuance of new orders.
- Communicate and coordinate with sales team regarding daily operations (Quotations, RFQs, orders, and complaints).
- Create system profile for new customers and ensure all documents are updated.
- Manage customers' complaints in coordination with accounts managers to issue the decision and close thecomplaint accordingly.
- Prepare daily operations reports and order priority logs and communicate to production.
- Prepare finished goods inventory reports and update warehouse levels on an area basis.
- Manage and coordinate shipping priorities with logistics teams daily.

EDUCATION

ILE FEMALE COLLEGE From 2019 Till 2021

Khobar, Eastern province
Computer Programming Diploma

Bachelor of information technology 2024- present

Technical Skills

Languages: Arabic: native, English: fluent.

Microsoft office: Word, PowerPoint, excel.

ADDITIONAL SKILLS

Teamwork

Leadership

Customer Service

Communication

Problem solving

Time management

Critical thinking

Complaint Management