

Badrah Hussain Alkhlaifi

Technical Support

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Al-ahsa Saudi Arabia

Career Objective

To obtain a challenging position in a dynamic and motivating environment where I can utilise my creativity, further develop my skills and experience, and acquire new knowledge relevant to my career path.

Education

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| • Technical Support - Girls Higher Technical Institute at Alhasa | GPA: 4.43 of 5 | Year: 2010 |
| • Information Technology Course - Saudi Electronic University | GPA: 5 | Year: 2013 |

Experience

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| • Barista – Starbucks - Alshaya Group | Aug 2023 - June 2025 |
| • Customer Service Representative & Team Leader - ESAD Human Resources Solutions | Aug 2020 - May 2021 |
| • Customer Service Supervisor - Dr. Taher Al-Bahrani Medical Clinics | May 2019 - March 2020 |

Training

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| • Intensive English Program - Girls Higher Technical Institute at Alhasa | 6 months |
| • Principles of Photography - Girls Higher Technical Institute at Alhasa | 4 Days |
| • English Language (Excellent Grade) - Berlitz Institute | 3 months |

Skills

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| • Ability to work under pressure and make quick decisions | Advanced |
| • Technical problem diagnosis and troubleshooting | Advanced |
| • Time management and task organization | Advanced |
| • Excellent customer service delivery | Expert |
| • Computer literacy and technical proficiency | Expert |
| • Microsoft Office Programs (Word, Excel, PowerPoint) | Expert |