

Amina Ahmed Al-Mousa

+966 53 313 4209 | zzz.kaka@hotmail.com

Saudi Arabia

Languages: Arabic (Fluent), English (Good)

Professional Summary

Detail-oriented and dependable **Administrative and Customer Service Specialist** with a strong background in computer operations, data entry, sales, and client support. Proven experience in supervising teams, handling transactions, managing records, and resolving customer concerns. Skilled in communication, problem-solving, and ensuring smooth day-to-day operations.

Core Competencies

- Administrative Support & Clerical Tasks
 - Customer Service & Sales Operations
 - Data Entry & Microsoft Office Tools
 - Inventory & Stock Management
 - POS & Accounting Transactions
 - Computer Troubleshooting
 - Team Leadership & Training
 - Problem Solving & Decision Making
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Professional Experience

Customer Service Specialist

Southwind Telecom | May 2025 – Present

- Handled inbound and outbound customer inquiries professionally.
- Maintained accurate service records and supported issue resolution.

Sales Employee & Customer Service Representative

Salam Company | Apr 2022 – Apr 2025

- Delivered excellent customer service and product assistance.
- Assisted in achieving monthly sales targets and service KPIs.

Showroom Supervisor

Deraah Perfumes Company | Saudi Arabia | 1 Year

- Supervised showroom staff and daily operations.
- Maintained inventory levels and ensured product availability.
- Handled customer escalations and managed store performance.

Sales and Accounting Officer

📍 *Nectar Company* | Saudi Arabia | 2 Years, 5 Months

- Managed POS transactions and daily financial reconciliation.
- Prepared invoices and monitored cash flow.
- Provided personalized customer service for client retention.

Sales Associate

📍 *Ramez International Company* | Saudi Arabia | 2 Years, 8 Months

- Promoted products and assisted with customer selections.
- Handled cash and card payments at the checkout counter.
- Contributed to achieving monthly sales goals.

Administrative Assistant

📍 *Tarot Charitable Society* | Saudi Arabia | 2 Months

- Supported filing, document preparation, and data entry.
- Participated in organizing reports and community initiatives.

Education

Computer Diploma

📍 *Saudi Women's Institute* | Saudi Arabia

High School – Scientific Stream

📍 *Saudi Arabia*

Certifications & Training

- **Data Entry & Word Processing** – Hassi Automation Center, Qatif
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