

Hajar Ali Al-Ali

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Location: Al-Ahsa, Kingdom of Saudi Arabia

Summary

Motivated and results-driven professional with a Bachelor's degree in Applied Economics and hands-on experience in customer service and human resources. Skilled in communication, problem-solving, and administrative support. Seeking to contribute to a dynamic organization by applying strengths in team collaboration, client relations, and HR operations.

Education

Bachelor's Degree in Applied Economics

Graduation Year: 2021

Experiences

Customer Service Specialist (Tamheer Training – Human Resources)

Alessa Digital Complex Clinic, Al-Ahsa

2023_2025

- Delivered exceptional customer service, ensuring a positive experience for all clients.
- Supported HR team with administrative tasks and employee services.
- Enhanced communication and problem-resolution abilities in a fast-paced clinical setting.

Receptionist – Customer Service

September 2022 – September 2022

- Managed front desk duties, greeted visitors, and directed inquiries.
- Provided prompt and courteous customer support and resolved minor issues efficiently.

Health Volunteer

Health Centers, Saudi Arabia

- Supported health awareness programs and assisted in clinic operations as part of local health initiatives.

Skills

Customer Service & Communication

- Customer Satisfaction & Branding
- Conflict Resolution Verbal & Written
- Communication
- English Conversation Skills

Administrative & Technical Skills

- Microsoft Office (Excel, Word)
- Time Management
- Punctuality & Organization
- Computer Proficiency

Problem Solving & Adaptability

- Creative Problem-Solving
- Flexibility at Work
- Working Under Pressure
- Managing Workplace Challenges

Teamwork & Leadership

- Team Collaboration
- Leadership & Responsibility
- Professional Ethics
- Stress Management

Professional Development

- Sales Skills & Negotiation
- Understanding the Work Environment
- Effective Communication Methods
- Management Basics
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Languages

- **Arabic** : Native
- **English** : Advanced