

ABDULRAHMAN A. ALREFAEI

Customer-Centric

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Yanbu, Madniah Region, Kingdom of Saudi Arabia.

Objective

Detail-oriented and customer-driven professional with strong experience in front desk operations and administrative support. Skilled in delivering exceptional service while maintaining efficient office workflows. Seeking a front desk or administrative role where I can apply my organizational skills, interpersonal abilities, and commitment to operational excellence in a business environment.

Professional Experience

Administrative & Customer Service (Professional Front Desk Administrator)

- Everest (Yanbu) | JUN 2020 – MAR 2021

Managed front desk operations, handled inquiries, and ensured smooth office workflow.

- Sanabel Alsalam (Yanbu) | MAR 2021 – SEP 2021

Provided administrative support, coordinated visitor services, and maintained organized records.

Customer Service & Administrative Representative

- Alrajhi Bank | MAR 2023 – SEP 2023

Assisted clients with account inquiries, resolved issues, and supported branch administrative tasks.

- SAWANI Company | JUN 2024 – NOV 2024

Delivered customer support while assisting with office coordination and documentation.

Education

Bachelor's degree in English language literature and translations.

Nov 2021, Taibah University, Yanbu.

Skills

Core Skills & Competencies:

- Business Communication & Interpersonal Skills – Effectively liaise with clients, colleagues, and management in a professional setting.
- Administrative & Technical Proficiency – Skilled in Microsoft Office (Word, Excel, Outlook) and business software for documentation and data management.
- Systems & Process Orientation – Experience navigating company databases, CRM tools, and operational systems.
- Problem-Solving & Decision-Making – Analyze issues, develop solutions, and support efficient business operations.
- Time Management & Multitasking – Prioritize tasks, meet deadlines, and manage administrative workflows efficiently.
- Bilingual Fluency – Professional proficiency in both English and Arabic, enabling clear communication in diverse business environments.

Certifications

Computer Basics – Technical and Vocational Training Corporation.

Public Relations – Technical and Vocational Training Corporation.

Executive Secretarial and Office Management Skills – Technical and Vocational Training Corporation.

Loyalty and Job Satisfaction – Technical and Vocational Training Corporation.

Problem-Solving and Decision-Making Skills – Technical and Vocational Training Corporation.