

Hala Fahad Fayhan Alotaibi



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PROFESSIONAL SUMMARY

Customer service professional with hands-on experience in face-to-face client interaction, skilled in problem-solving, communication, and handling inquiries efficiently. Completed multiple training courses in customer service and communication. Eager to transition into a call center role and apply my interpersonal skills in a fast-paced, customer-focused environment

SKILLS

- Effective Communication
- Customer Handling
- Problem Solving
- Time Management
- Active Listening
- Basic Computer Skills

WORK EXPERIENCE

Sales Partner

Abdullah Al Othaim Markets – Riyadh

Oct 2024 – Dec 2024

- Handled customer inquiries, returns, and complaints professionally
- Operated POS systems and supported cashier operations during peak times
- Assisted in maintaining product displays and ensuring a smooth shopping experience.

Sales Representative (Seasonal)

Kanz Al-Mustaqbal – Riyadh

Seasonal work during peak periods (2023–2025)

- Engaged with customers, explained product features, and supported purchase decisions
- Managed front-line customer service during busy shopping periods
- Helped organize the sales floor and maintain order during high foot traffic

EDUCATION

Bachelor's Degree in Sharia (In Progress)
Imam Muhammad ibn Saud Islamic University – Riyadh
Expected Graduation: 2030

High School Diploma – Excellent with High Honors
Secondary School No. 102 – Riyadh
Graduated: 2024

LANGUAGES

- Arabic: Native
- English: Good (Speaking & Writing)

Certifications

Fundamentals of Arabic Grammar and Spelling
Electronic Product Management
Customer Service Essentials
Job Market Readiness
Personal Interview nrwiat