

BASHAYER ALI ALBURAI



Makkah , Saudi Arabia |



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OBJECTIVE:

Self-motivated and optimistic individual looking for an opportunity for full-time position in an organization that would provide me with challenging goals to sharpen my competence, support my development, self-improvement and to increase my skills and capabilities.

EDUCATION

Taif university

Bachelor degree in Home Economics and Educational preparation - 2011

- GPA, 3.43 out of 4

WORK EXPERIENCE

20/11/2018 - 12/03/2019 | **Miss Fitness Gym that belongs to Al Issawi Medical Complex - Mecca.**

RECEPTIONIST:

- I worked as a Gym Receptionist. I made the clients feel welcome and complete a variety of front desk tasks, such as taking phone calls, answering questions, handling payments and gym memberships. keeping the reception area clean and well-organized.

31/03/2019 - 06/12/2019 | **DoubleTree By Hilton - Jabal Omar - Mecca.**

CUSTOMER SERVICE - "ORDER TAKER":

- I worked as an Order Taker. I was part of the pre-opening team members. I used to answer all telephones and guest requests and provide services and information. Generates computerized reports to ensure department compliance with service standards. Reporting the most actual condition of room status to Front Office department, and making the "housekeeping report".

SKILLS & ABILITIES:

TECHNICAL SKILLS:

- Microsoft office programs (Excel, Word & Power Point).
- General using of computer programs such as Canva, and CapCut. Expert on using Social Media Platforms, design, and Analytics.
- Content Creation: I create videos on social media platforms mainly on Youtube and TikTok
- Linguistic Translation: I translate videos and Content.

PERSONAL SKILLS:

- Management and leadership experience
- Accuracy and commitment to work
- Make the right decisions at the required speed
- English proficiency and Arabic proficiency
- Customer service expertise
- Mastering communication skills
- Managing human resource and financial resources in a perfect way
- Finding solutions to administrative and practical crises
- organized: Creative thinking, productivity and public relations
- I plan smart: In problem analysis, project management, and strategic planning
- I Work in a team spirit: I cooperate in setting goals for the team and can lead a group

Courses and Workshop

- Several training programs and workshops in the field of home economics such as the use of color in fashion design, and string art.
- English courses at wall street institution for 6-months in 2012
- Course in principle of customer service from Doroob training platform
- Course in fundamental of management from Doroob training platform
- Course in communicate effectively with customers from Doroob training platform
- Course in Human resource management Jawharat Creativity Institute for 10 days in 2020/7/4.