

Saudi
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ALANOUD ALKANAFRI

Banking business administration

PROFILE

Joining a stimulating work environment that enables me to develop my scientific and practical skills to gain new experiences, Develop and raise the efficiency of the business owner, and be an active and productive member to achieve success

EDUCATION

2018 → 2020
King Saud University

Diploma in banking business administration

WORK EXPERIENCE

2018 → 2021
mochel middle east
secretary of documents and archives

Organised master calendar of appointments, operational targets, and projects.

Documented conferences, meetings, and appointments with verbatim reports.

Handled daily scheduling tasks and provided administrative support for entire department

10-2021 → present
solexplus-roshn
call center

Built strong customer rapport through effective questioning, convertin of inbound calls into new business.

Applied correct hold and transfer procedures, keeping call times within-minute timeframe targets.

Used expert sales and negotiation skills to secure high-value bookings, providing excellent customer care throughout.

SOFTWARESKILLS

Microsoft Power Point ★★★★★☆☆
Microsoft Word ★★★★★☆☆
Microsoft excel ★★★★★☆☆

LANGUAGES

English ★★★★★☆☆
Arabic ★★★★★★★

TRAINING COURSES

- Preparation and qualification course for a human resource specialist invalid date 2019 - invalid date 2019
- Financial performance management course
- invalid date 2020 - invalid date 2020
- The cycle of future transformations in financial and banking services invalid date 2020 - invalid date 2020
- English course 6 levels
- invalid date 2018 - invalid date 2020