Razan Shamlti

MIS Student

📍 **Riyadh, KSA** | ✉ **imrazan963@gmail.com** |📞 **(00966)590-739608**

Objective

Enthusiastic Management Information Systems student seeking a full-time or remote position in data entry, customer service, or related roles to apply my skills in data management, customer support, and IT solutions. Highly committed to delivering excellent service and efficient data handling, while gaining practical experience and expanding my knowledge to support a future career in MIS.

Education

Bachelor of Science Management Information Systems| Arab Open University | Riyadh, KSA   (2022-present)

Completed Two Years in Business Administration | Applied Science Private University | Jordan (2020-2022)

Experience

Customer Service Representative

Hawl Al-Alam Tourism and Travel Company| Riyadh, Saudi Arabia   (September 2024-october 2024)

- Provided high-quality customer support for clients, addressing inquiries and resolving issues related to travel services.

- Ensured customer satisfaction through effective communication and prompt service, contributing to positive client experiences.

- Gained experience in managing customer interactions in a professional and fast-paced environment.

Skills

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint)
- Basic knowledge of database management and SQL
- Customer Service Skills
- Teamwork
- Communication
- Effective at managing multiple tasks and deadlines
- Data Entry

Languages

- Arabic
- English