




# SAFIA YOUSIF AL-ESSA

 Dammam, Saudi Arabia

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 [https://twitter.com/Safia\\_y1](https://twitter.com/Safia_y1)

## SOFTWARE SKILLS

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Microsoft office

## SKILLS

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Collaboration  
Market Analysis  
Marketing Tools  
Critical thinking  
Leadership and motivational

## LANGUAGE

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Arabic ( native )

English ( fluent )

## EDUCATION

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### BACHELOR OF BUSINESS ADMINISTRATION

2017

Imam Abdulrahman Bin Faisal University - khobar

## WORK EXPERIENCE

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### HELP DESK

July 2022- present

Mobily.

- working with "SIEBEL CRM - BMS" and CISCO program.
- Manage large amounts of incoming phone calls.
- Upload tickets and customer requests.
- Handle customer complaints, provide appropriate solutions.
- Identify and assess customers' needs to achieve satisfaction

## CERTIFICATE

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- SEU - E Markiting skills
- SEU - Secretarial skills
- Third profession fotum