MUNIRA ABDULLAH ASIRI

Customer Service & Communication Specialist | English Literature Graduate

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PROFESSIONAL SUMMARY

English Literature graduate with strong Arabic and English communication skills and a background in professional writing, research, and content development. Skilled in understanding requirements, communicating information clearly, organizing tasks, and maintaining attention to detail. A fast learner with strong problem-solving and interpersonal skills, able to adapt quickly to professional environments and work effectively under pressure. Interested in customer service and delivering professional, helpful, and solution-oriented customer experiences.

CORE SKILLS

- Customer Service & Customer Support
- Verbal & Written Communication
- Arabic & English Communication
- Active Listening
- Problem Solving
- Customer Inquiry Handling
- Professional Communication
- Data Entry & Documentation
- Microsoft Office (Word, Excel, PowerPoint)
- Time Management
- Attention to Detail
- Working Under Pressure
- Remote Work
- Fast Learning & Adaptability

WORK EXPERIENCE

Freelance Academic & Content Writer

Freelance | Remote

- Communicated with clients to understand their requirements and deliver requested work.
- Produced clear and professional written content in both Arabic and English.
- Managed multiple tasks while meeting deadlines and maintaining quality.
- Conducted research and organized information accurately and efficiently.
- Prepared academic research papers, reports, and university projects.
- Created scripts and bilingual content tailored to different audiences.
- Reviewed and edited written materials to improve clarity, grammar, and overall quality.
- Worked independently while maintaining organization, productivity, and attention to detail.

EDUCATION

Bachelor's Degree in English Literature

King Khalid University | 2019–2023

RELEVANT COURSES

- Customer Service – Know Your Customer
- Customer Service – Professional Customer Handling
- Customer Service Principles
- Business Continuity & Crisis Recovery
- Freelancing
- Digital Marketing at Minimal Cost
- English Speaking & Listening
- English Grammar

LANGUAGES

Arabic: Native
English: Fluent