Reema Adel Alyafei

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PROFILE

Data Analysis and Artificial Intelligence student with over two years of customer service experience and experience in data entry and administrative support. Skilled in data management, customer communication, Microsoft Office, and maintaining accurate records. Highly organized, detail-oriented, and eager to contribute to administrative, customer service, and data-focused roles.

EDUCATION

Bachelor of Data Analysis and Artificial Intelligence – Current Student
Islamic University of Minnesota — Expected Graduation: 2028

WORK EXPERIENCE

Customer Service Representative (Social Media) — 2022 - 2026
Admin and Multimedia Staff

- Responded to customer inquiries through social media platforms.
- Resolved customer issues professionally and efficiently.
- Maintained high customer satisfaction.
- Coordinated with internal teams to ensure timely responses.

Data Entry Specialist — April 2026 – May 2026
Kayan Association for Orphans

- Entered and updated beneficiary records.
- Verified and reviewed data for accuracy.
- Contacted beneficiaries to confirm and update information.
- Maintained confidentiality and data integrity.

SKILL

- Technical skill : Microsoft Office (Word, Excel, PowerPoint) - Data Entry
- Communication & Interpersonal Skills, Customer Service, Organization & Time Management, Problem Solving, Attention to Detail, Teamwork, Adaptability, Professionalism & Tact, Ability to Work Under Pressure.
- Canva & CapCut (Advanced)
- Language : Arabic (Native) , English (Beginner)