

Shahad Fared Al-Salem

PERSONAL INFORMATION

Phone: (+ 966)546681926

Email: sfsss090@gmail.com

Location: Saudi Arabia, Dammam.

Date of birth: 13/12/1995

Gender: Female

Nationality: Saudi

Material status: Single

OBJECTIVE

I'm Eager to join a professional environment to leverage organizational, interpersonal skill and knowledge.

EDUCATION

Diploma in Business administration-Insurance Track

Community College, Imam Abdulrahman bin Faisal University

EXPERIENCE

Phone operator, Kempinski Al Othman Hotel, Khobar - 2021

- Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
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- Answer incoming and outgoing calls.
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- Assists in reporting telephone equipment or service complaints and problems.
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- Provides a paging service for hotel guests and employees. Process guest wake-up calls.
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- Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.

Insurance receptionist, AlHassan AlNaamy Specialist Hospital, Dammam.

Collaborative Training - 2019

- Collect the insurance coverage details and communicate with insurance companies to verify the patient's provisions.
- Data entry
- Confirming that a patient's insurance plan covers the services provided and in the hospital network. Ensure the work is carried out as per the specifications and standards specified in documents.

Courses

King Abdulaziz Center for World Culture - Ithra - 2020 Volunteerism Boot Camp program (Courses)

- Effective communication
- Emotional intelligence
- Problem solving and decision making skill.
- Customer Service and crowd management skill.

SKILLS

- **Soft Skills**

Leadership - Teamwork - Communication Skills - Analytical Thinking - Problem Solving.

- **Computer Skills**

Microsoft Office.

- **Languages**

Arabic (Native Language) - English (Fluent).
