

REEF ALMARRI

CONTACT

 0509096945

 Reefalmarri1@gmail.com

EDUCATION

King Faisal University

2018-2022

Bachelor's in English Language
Linguistics

AWARDS & CERTIFICATIONS

- IC3 Digital Literacy Certification,
November 11, 2021

COURSES

- Executive Assistant Series
course
- Microsoft Excel course
- Relationship Management and
Entrepreneurs course

REFERENCE

Dr. Hajer Al Hamed

- Assistant Professor, English Department
- King Faisal University, Saudi Arabia
- Email: halhamed@kfu.edu.sa

LANGUAGES

- Arabic: Native
- English: Proficient
- Italian: Basic proficiency

PROFILE

Versatile and detail-oriented professional with a strong background in digital literacy, relationship management, and administrative support. I possess excellent communication and interpersonal skills, with a proven ability to solve problems and work efficiently in fast-paced environments. Seeking to leverage my diverse skill set and experiences in a dynamic and challenging role within a forward-thinking organization where I can contribute to the company's success while continuing to grow professionally.

WORK EXPERIENCE

CUSTOMER SERVICE SPECIALIST

Virtual Reality Solutions

August 2022 - May 2024

- Provided expert guidance to customers in selecting compatible computer parts to build customized gaming PCs, ensuring optimal performance and customer satisfaction.
- Responded promptly and accurately to customer inquiries via multiple channels including chat, phone, and email, maintaining high customer service standards.
- Identified and assessed customer needs, offering personalized assistance and guidance on navigating website features to enhance user experience.
- Collaborated closely with technical support teams to troubleshoot and resolve complex customer issues related to hardware compatibility and functionality.
- Maintained detailed records of customer interactions and feedback, contributing to ongoing improvements in service quality and customer satisfaction metrics.
- Worked flexible schedules, including night and day shifts, to accommodate customer needs.

SKILLS

- Excellent communication and interpersonal skills
- Proficient in Microsoft Excel and other Microsoft Office applications
- Strong digital literacy and computer skills
- Customer relationship management
- Problem-solving and critical thinking
- Ability to work efficiently in a fast-paced environment