

Sharifa K. AlShamrani

Khobar, Saudi Arabia | DOB: August 1994
Mobile: +966580311311 | Email: shareefash94@gmail.com

CAREER OBJECTIVE

I am a motivated team player. I worked with stakeholder management and relation building, developing guidelines, evaluate volunteers' performance and the new hires and with customer service in King Abdulaziz Center for World Culture (Ithra) for 5 years also, I have experience in developing strategies for recruitment and giving advice for recruitment, in addition I worked in creating programs for kids and summer/winter camps with 7 years of experience in museums filed. Looking for an opportunity to grow and share my knowledge and skills in different industries.

EDUCATION

Bachelor's degree in English language and literature – 2017/2018, Imam Abdulrahman bin Faisal University.

EXPERIENCE

- **Sr. Customer Service Representative**, Front of house agent, where the main role is to make tours programs and being a tour guide for public and VIP visitation in both Arabic and English languages. Also, I worked in event management as a champion for many huge events as (Tanween event ,Iqraa, Saudi national day and Saudi foundation day) . In addition to handle, developing and being a team lead for multi of projects. King Abdulaziz Center for World Culture (Ithra) - (2018 - 2022)
- VIP Tour guide in Desert X 2022 AIUla, Saudi Arabia_2022
- Tour guide at the line exhibition._2023
- Part of the team who represent the Saudi bid book for AFC 2027 at Bahrain_2023
- Organizer in Athka (the national Olympics of programming and AI) Dammam _2023
- Trainee in KBR company in procurement and purchasing for 3 months_2024
- Facilitator in museum challenges project in (Riyadh – Abha-Hail-Dammam)_2024
- Crowd Management in Aramco (E Sports) Program_2024.

PROJECTS

- Tour guides developing programs and workshops
- Handling the new hires training and onboarding
- Shift leader in customer service department
- preparing and doing the announcements in Ithra.
- Part of the Ithra summer camp team.
- Part of event management team.

Languages

- English (Fluent)
- Arabic (Native)

SKILLS

- Proven leadership skills
- Highly organized and efficient
- Ability to work independently or as part of a team
- Proficient in Microsoft office

ACTIVITIES

- Volunteer with Bena charity committee of orphans' care (Khobar).
- Volunteer with discover aviation in Aramco airport (Dammam).
- A volunteer in Johns Hopkins Aramco healthcare.
- Contribution during IPTC 2020 conference.

Courses:

Sharifa K. AlShamrani

Khobar, Saudi Arabia | DOB: August 1994

Mobile: +966580311311 | Email: shareefash94@gmail.com

- Negotiation strategies for successful outcomes (Ministry of Tourism).
- Project Management Fundamentals (Ministry of Tourism).
- VIP Services Protocol (Ministry of Tourism).
- OSHA certificate.
- (TQM) Total Quality Management certificate.
- (TOT) Training of Trainers certificate.
- (PMP) Projects Management professional course.