

# Sara G. Al-Hamadani

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## CONTACT

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## WORK EXPERIENCE

Alfaisal University

Sep 2018 — Present

Executive Assistant

*As a Full-Time Job*

Executive Assistant for College of Engineering:

- Prepare and edit correspondence, communications, presentations and other documents.
- Manage and maintain executives' schedules, appointments and travel arrangements.
- Receive and interact with incoming visitors.
- Liaise with internal staff at all levels.

Saudi Electricity Company (SEC)

Jan 2016 — Aug 2018

Customer Service

*As a Full-Time Job*

Call Center Agent :

- Answer incoming calls and respond to customer calls
- Manage large amounts of inbound and outbound calls in a timely manner
- Research, identify and resolve customer complaints using applicable software
- Recognize, document, and alert the management team of trends in customer calls

Spoilee app

Jan 2017 — Jan 2018

Business Operations Assistant

*As a Volunteer Job*

Social Media Marketing, Reporting weekly engagements rate to manager.

- Assist and support the weekly tasks
- Weekly communication and deal with the client's requests of joining to the app
- Support the general business operation system (ie. Manage salons listings, communicate with salons managers etc.)

Alphantom.com

2010 — 2014

Team Leader

*As a Volunteer Job*

- Managing Design department
- Translating Japanese Manga from English to Arabic
- Reporting, Blogging , Designing via Photoshop

## QUALIFICATIONS

- MS Office (Word, Excel, PowerPoint)
- Web Programming and Design (HTML, CSS)

## EDUCATION

Advanced program in Computer

Dec 2017 — Present

## Science

Mount William University

Online courses self-study Master at Mount William University located in America. The program includes these subjects:

- Networks and Telecommunications
- Information technology
- Computer science
- Computing Concepts
- IT Project Management
- Advanced Data Structures
- Database Management
- Advanced E-commerce
- Advanced Programming
- Advanced Computer Science

BS in Computer Science

Jun 2010 — Jun 2015

Umm Al-Qura University (UQU)

**Excellent degree with second honors , 3.61 of 4.0 GPA.**

System analyst, Software engineering, information systems.

## INTERESTS

- Japanese Anime & Manga
- Technical Supporter & Trouble Shooting
- Blogging in Social Media about Nature Healthcare, Nature Beauty, Self-improvement .