



Riham Salamah Al-Johani

Bachelor of English Language & Translation

PERSONAL INFORMATION

 ADDRESS
Medina

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CAREER OBJECTIVE

Creative, passionate, professional in English language and Translation and fully mastered it, and experienced in dealing with customers and gaining their satisfaction in addition to data entry, I aspire to share my experience and skills within your organization and get a job opportunity within your team.

EDUCATION

Taibah University 2019
Bachelor of **English Language & Translation** 4.22/5

EXPERIENCES

Tiro Application 6/2022 – Until Now
Customer Service & Data Entry

- Solving customers' concerns, answering their inquiries, and recommending possible services to meet their needs.
- Coordinating operations between clients, management, and other departments to provide an exceptional customer experience.
- Preparing periodic reports on customer satisfaction problems encountered to improve their experience by gathering data collected during customer interactions.
- Formulating and arranging data sources, reviewing them, and verifying their accuracy and conformity to the required procedures
- Transferring data stores, processing it, and accurately entering it into the company's database.
- Implementing all policies and instructions related to customer service and data management that the company approves.

PERSONAL SKILLS

Managements Skills.
Organization Skills.
Problem Solving.
Customer Service.
Excellent Communication Skills.

TECHNICAL SKILLS

Microsoft Office.
Cat Tools.

LANGUAGES

Arabic.
English.

TRAINING AND COURSES

- Office Management. 2021
- Modern Management Technology. 2021
- Development of Leadership and Supervisory Skills. 2021
- Saudi Hospitality. 2021
- Social Media Management. 2021
- The Basics of Customer Service. 2021
- Administrative Leadership. 2020

MEMBERSHIPS

- Translators without Borders - Translator (Arabic/English).
- N Scientific - Translator (Arabic/English).