

## Profile Summary

Results-oriented professional with ongoing Bachelor's Degree in Graphic Design along with hands-on experience managing operations, organizing events, supporting social media marketing, and delivering exceptional customer service.

Instrumental in assessing clients' needs and recommending suitable products, solutions, and services with a focus on customer satisfaction and retention. Well prepared to improve business image in the market and social media platforms by delivering visually compelling solutions as well as bringing innovative ideas. Demonstrated ability to learn new skills and technologies, while quickly adapting to new environments.

## Areas of Expertise

- Operations Management
- Budget & Resource Control
- Stakeholder Negotiation
- Concept Development
- Team Leadership & Training
- Strategic Planning & Execution
- Customer Service
- Graphic Designing & Social Media Marketing
- Clients Relationship Management

## Education & Qualification

Bachelor of Design in Graphic Design (GPA: 3.70) | Prince Mohammad Bin Fahd University, Al Khobar 9/2020 – Present

- Committed to mastering Design Principles and Techniques.
- *Coursework:* including but not limited to *Typography, 2D-3D Design, Motion Design, Design Thinking, and Digital Imaging.*

Member | King Abdulaziz and his Companions Foundation for Giftedness and Creativity, Al Khobar 2011 – 2019

- A part of the "Mawhiba" Annual Program.

## Professional Experience

Operations Manager | Shobbak Inc. – Al Khobar 5 – 7/2022

- Led daily operational activities by managing team members, navigating and overcoming challenges, and supporting colleagues.
- Formulated, implemented, and tracked daily targets as well as ensure compliance with company policies.
- Offered recommendations and innovative ideas to promote business' image in the market and on social media.
- Maintained robust management of available resources with seamless collaboration.
- Delivered training to team members on customer service protocols, company policies, and products/services.

Event Coordinator | Evolve Organization – Al Khobar 6/2021 – 9/2021

- Played a vital role in organizing and coordinating diverse events through effective collaboration with cross-functional teams, senior management, and stakeholders.
- Improved clients' experience by demonstrating professionalism and delivering exceptional customer service.

## Technical Proficiencies

Adobe Creative Cloud | Microsoft Office Suite | Multiple Business Operating Interfaces