



## Dalya Mohammed Mitwally

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☎ 0540448995

📍 Jeddah

🌐 Saudi

📅 25/ July /1996

👰 Married

### EDUCATION //

Bachelor Of Computer Science

Umm al-qura university, Makkah

2014 - 2019

GPA 3.4/4 With Second class honors

### WORK EXPERIENCE //

❖ Sales & Supply Support Specialist /Retail Logistics

IKEA - Jeddah

• Sep 2021 – Oct 2022 (1 yr 2 mos)

#### Responsibilities

- Secure the highest possible goods availability in partnership with the commercial team and considering country-specific positioning campaigns, the commercial calendar and local store activities.

- Act as the main contact partner in the store for all range administration and operational supply-related questions, both for the commercial team in the store and the country Retail Supply Integration department.
- Working actively with sales in the area of range management by securing qualitative and timely administration of the range in the systems and highlight deviations on the range frame and parameters.
- Contribute to successful replenishment by working actively with forecasting and ordering in alignment with the commercial calendar.
- Work actively with the commercial team with the range change process led by the commercial team by providing information regarding sales space parameters, expected sales start, quantity and remaining outgoing quantities.
- Support the Goods Flow Manager with the stock discrepancies analysis as part of the inventory management process.
- Produce necessary follow-ups for the commercial and management team regarding operational processes in the store, including phasing in and out, overstock and concrete, activities, and non-central shortages.
- Ensure personal development by requesting support from the Sales and Supply Support Manager to improve work competence.
- Live the IKEA values and nurture a strong and thriving IKEA culture that inspires colleagues to reach extraordinary achievements in the store.
- Work with the agreed global and local Key Performance Indicators, focusing particularly on achieving high goods availability at the lowest total cost.

❖ Secretary

IKEA - Jeddah

• Dec 2019 – Aug 2021 (2 yrs)

#### Responsibilities

- Managed clerical needs of company employees, including copying, faxing and file management.

- Manage store stationery and procurement.
- Assisted in writing reports and developing PowerPoint presentations.
- Coordinated travel arrangements, including booking airfare, hotel and ground transportation for all co-worker as well as visitors.
- Manage business cycle and ensure that managements have precise and consistent maintenance of meeting invitation, alignment on calendar, meeting rooms availability.
- Drafted agendas, recorded minutes and created documents for meetings.
- Support management team and other forums to in the store to become more productive by following up on actions and notify relevant stakeholder based on need.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.

## ❖ Customer Relation

### IKEA - Jeddah

- Jun 2019 - Dec 2019 (5 mos)

### Responsibilities

- Working as Cashier in different area.
- Informed customers on billing procedures, processed payments and provide assistance to set up payment options.
- Processed merchandise returns and exchanges.
- Assisted customers by answering questions and solving problems.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Working as Goods consolidation
- Handover customers goods in MPU area.
- Update daily report with the aim of improving wait time to gain customer satisfaction.
- Tracking online customer order and to be cleared by communicate with customer.

## COURSES //////////////////////////////////////

- Advanced Excel skills (2)
- Business Analytics with excel
- Excel Table
- Excel VBA
- Introduction to HR Functions
- Problems solving and decisions making  
**2021**
- Advanced Excel skills (1)
- Design UX
- Designer eye
- Design thinking
- Microsoft (Word- PowerPoint)
- Outlook
- International Computer Driving License (ICD)
- The basics of the Internet and correspondence  
**2020**
- Cyber Security under Vision 2030
- Web page design
- Social Media Cyber Defense
- Cyber Mobile
- How to write a research paper  
**2019**
- HTML Fundamental
- Programming using Python
- Programming using JavaScript
- Programming using MakeCode
- Mobile Software Maintenance
- Human Resources Skills
- Executive Secretary and Office Management
- Writing reports and administrative correspondence
- Marketing And Sales Fundamentals  
**2018**
- My way to the job market  
**2014**

## Technical Skills

- **Microsoft Office**  
(Word – Excel – PowerPoint – Outlook )  

90%
- UX/UI Designer using **Adobe XD – Figma**  

80%
- **Adobe illustrator**  
(Vectors– Infographic– Logo– Posts– Mockup)  

80%

## VOLUNTEER WORKS

- **Participation in the College Projects Exhibition**  
  
College of Computer and Information Systems -  
Umm Al Qura University
- **Participate in the drawing exhibition**  
  
Umm Al - Qura Women 's Charity Association

## LANGUAGES

- Arabic
- English

## REFERENCES

