

Bushra Saeed

Customer Service & Receptionist

CONTACT INFORMATION

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PERSONAL SUMMARY

A highly skilled professional with extensive experience in customer service, administration, and social initiatives. Currently serving as a Customer Service & Receptionist at Al Argan Co., adept at managing front desk operations, providing administrative support, and coordinating with various departments. Demonstrates leadership excellence in event coordination and management. Previous roles include Secretary, Human Resources Specialist, and Social Specialist at Khayrat Association for Blessings, where she played a crucial role in drafting important letters to secure support for association initiatives. Proven success in streamlining HR processes and fostering a collaborative work environment. A dedicated and versatile professional committed to contributing positively to organizational success.

WORK EXPERIENCE

- **Customer Service & Collection Specialist**

Al Argan Co.

2021 - Present

- 1. Customer Service:**

- Expertly handle customer service responsibilities, ensuring satisfaction and addressing inquiries with professionalism.
- Showcased exceptional barista skills, providing high-quality coffee and beverages to customers.
- Ensured a positive and satisfying experience for over 2 years daily patrons.
- Delivered outstanding customer service, enhancing the overall customer experience.
- Utilize SAP for meticulous data entry, specializing in customer information accuracy and efficient record-keeping.
- Led by example, motivating team members to deliver their best performance during the morning shift.
- Fostered a sense of camaraderie, contributing to the success of the sales team.

- 2. Collection Specialist**

- Assumed Spearhead the collection process with a focus on precision and accuracy in financial transactions.
- Collaborate with finance teams to streamline collection procedures, contributing to seamless financial operations.
- Continuously meet and exceed collection targets through strategic planning and effective communication.
- Demonstrated leadership in coordinating tasks and optimizing workflow.

- **Team Leader – Receptionist**

Al Argan Co.

2021 - Present

- 1. Front Desk Operations**

- Successfully managed front desk operations, ensuring a professional and welcoming environment.
- Handled inquiries and directed visitors to appropriate personnel.
- Demonstrated effective leadership skills in coordinating team activities and ensuring the event's success.

- 2. Administrative Support**

- Provided administrative support, including handling incoming calls and emails.
- Effectively assisted in scheduling appointments and managing meeting room bookings.

- 3. Coordination with Various Departments**

- Coordinated with different departments to facilitate seamless office operations.

- 4. Event Coordination and Management**

- Played a pivotal role in the coordination and management of the Restatex Events for two years.
- Maintained open and clear communication within the team, fostering collaboration and a harmonious working atmosphere during the event.

- **Secretary & Human Resources Specialist & Social Specialist**

Khayrat Association for Blessings | Riyadh

2018-2021

- 1. Secretarial Responsibilities**

- Managed secretarial duties efficiently, ensuring smooth administrative operations.
- Drafted important letters to the Prince of the Riyadh region, securing support for association initiatives.

- 2. Human Resources Management**

- Streamlined human resources processes, including employee onboarding and benefits administration.
- Maintained meticulous personnel records, contributing to a well-organized HR system.

- 3. Social Specialist | 3 months**

- Contributed as a social specialist for three months, actively involved in community-oriented initiatives.
- Actively contributed as a social specialist, playing a key role in community-focused projects

- 4. Team Collaboration**

- Actively collaborated with team members to create a positive and productive work environment.
- Fostered a sense of camaraderie, contributing to the success.

EDUCATION

Bachelor's degree in social service | Princess Noura University

- Major: Bachelor's degree in social service

VOLUNTEER WORK

- 1. Volunteer Member**

- Volunteered with "Boqf Azar" for Health and Education.
- Worked with "Asrar Co.

- 2. Volunteer at Attah Community Club**

- Volunteered at Attah Community Club at King Saud University.

- 3. Volunteer Certificate**

- Received a volunteer certificate from Qudwa Foundation.

GENERAL SKILLS

1. Related to roles I play

- Microsoft Office Experience (Excel, PowerPoint, Word)
- Software (SAP, Odoo)
- Administrative Proficiency
- Leadership and Coordination
- Communication Skills
- Event Coordination
- Human Resources Management
- Community Involvement
- Volunteerism
- Team Collaboration

2. Personal

- Community Engagement
- Team Collaboration
- Event Organization
- Advocacy
- Attention to Detail
- Leadership
- Time Management
- Customer Service

3. Language

- Arabic: Native or bilingual proficiency
- English: Professional proficiency

MY COURSES

- Managing self-management and positivity at work.
- Course of planning and organizing administrative work and non-optional organizations and associations.
- BLS Cardiac Resuscitation Course.
- Strategic construction course.
- Executive secretarial and management skills course
- Measurement performance expectations cycle
- Social phobia interface course. Motmana Center for Family Guidance.
- Distribution skills course in your social life.
- Attending a workshop entitled (The role of Saudi women in the enrichment of volunteer work).