

RAGHAD MANSUR ALMANA

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ADMINISTRATIVE AND TECHNICAL OFFICER

PROFESSIONAL SUMMARY

Dynamic Administrative and Technical Officer with a strong background in managing administrative tasks and providing technical support in diverse environments, including hotels and corporations. Skilled in database management, scheduling, contract writing, and technical troubleshooting. Experienced in supervising teams, maintaining high standards of cleanliness, and ensuring smooth operations. Adept at multitasking and problem-solving, with a commitment to delivering exceptional service and contributing to organizational success.

CORE COMPETENCIES

- ✓ Database Management
- ✓ Scheduling Software Proficiency
- ✓ Contract Writing and Documentation
- ✓ Technical Troubleshooting and Support
- ✓ Inventory Management Systems
- ✓ Microsoft Office
- ✓ Time Management
- ✓ Effective Communication

PROFESSIONAL EXPERIENCE

Gulanar Investment company

Office Manager | Dec, 2023 - Jun, 2024

- Manage database operations to ensure data accuracy and security.
- Coordinate appointment scheduling for optimal efficiency and customer satisfaction.
- Supervise housekeeping staff to maintain high cleanliness standards throughout the hotel.
- Draft and document contracts, ensuring legal compliance and accuracy.
- Write daily and monthly reports to track performance and identify areas for improvement.
- Oversee inventory and restocking of coffee products in the hotel's coffee shop.
- Record meeting minutes to document discussions and action items.
- Identify deficiencies and initiate purchase requests to address supply shortages.
- Prepare and organize monthly employee schedules to ensure proper staffing levels.
- Provide technical support for hotel computer systems and internet network, resolving issues promptly to minimize disruptions.
- Participating in drafting the annual plan.

MOVENPICK Hotel ALQASSIM

Technical Support | Jun, 2021 - Aug, 2021

- Conducted thorough daily inspections of the server room.
- Identified and swiftly rectified any network errors or connectivity issues within the server room, employing troubleshooting skills to maintain uninterrupted operations for both guests and staff.
- Diligently performed weekly updates of crucial hotel data within specified systems, meticulously ensuring accuracy in room availability, guest information, and other pertinent details to facilitate smooth hotel operations.
- Provided attentive entry-level technical support, promptly addressing guests' inquiries and concerns with a commitment to delivering outstanding customer service and resolving issues effectively.

Participations

- Volunteered with the Events Team at Qassim Science Center | Knowliom Company for Eight month.

Education

- **Bachelor of Computer Science** | Qassim University | 2022

Language

Arabic : Native

English : Advanced