

SIREEN ALJEHANI

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Professional Summary

Professional with strong background in customer interactions and service solutions. Highly skilled in conflict resolution, communication, and problem-solving, ensuring customer satisfaction and loyalty. Effective team collaborator, adaptable to changing needs, and consistently focused on achieving results through efficient and empathetic service. Known for reliability and proactive approach to meeting customer and organizational goals.

Work Experience

PROJECT SUPERVISOR | White Space

Aug 2024 - Oct 2024

- Oversaw maintenance and hospitality operations for ROSHN, ensuring high service standards and seamless facility management.
- Achieved on-time completion of all projects by effectively delegating tasks and monitoring progress.
- Partnered with project team members to identify and quickly address problems.

BRANCH MANAGER | 95 Celsius

Mar 2022 - Jun 2024

- Continuously monitored branch performance against key performance indicators, taking corrective actions as needed to ensure objectives were met or exceeded.
- Improved customer satisfaction ratings by enhancing service quality and resolving client issues promptly.

BARISTA AND CASHIER | C-hub Café

Sep 2020 - Mar 2022

- Promoted a welcoming atmosphere by greeting customers with a friendly demeanor and promptly addressing their needs.
- Maintained regular and consistent attendance and punctuality.

APPOINTMENT COORDINATOR | Elite Circle Medical Centre

Jun 2020 - Jul 2020

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Confirmed appointments, communicated with clients, and updated client records.
- Resolved customer problems and complaints.

BARISTA AND CASHIER | Retro 7 Café

Jul 2019 - Sep 2019

- Enhanced customer satisfaction by efficiently preparing and serving high-quality beverages.

Education

University of Jeddah

Bachelor of Language and Translation | 2024

Certificates and Extracurriculars

- How to translate and create articles on Wikipedia
- Writing in Arabic and English
- Translation from Arabic to English and vice versa
- Excel skills
- Professional Personal Interview
- Digital CV
- Building a Professional CV

Languages

- **Arabic** (Native)
- **English** (Advance)

Skills

- Personnel Management
- Training proficiency
- Multilingual Abilities
- Teamwork and Loyalty
- Problem-Solving
- Attention to Detail
- Organizational Skills

VOLUNTEERING EXPERIENCE

- The beach festivals
- Tea & coffee Festivals
- Tree night Event
- Formula 1