

RAWABI ALMUHAINI

Riyadh, Saudi Arabia | +966 53 462 2094 | rawabialmuhaini@gmail.com | linkedin.com/in/rawabialmuhaini

SUMMARY

Seeking to join a distinguished work environment that values the development of human capital Facilitates the utilization of skills in HRM to implement effective strategies focused on enhancing performance and developing competencies. Experience in employee relations, handling complaints, onboarding new employees, with a commitment to achieving shared goals.

EXPERIENCE

Ministry of Commerce

Riyadh, Saudi Arabia

Service Management Specialist – Tamheer

07/2024 – 01/2025

- Processed and managed consumer rights cases, escalating 35% of complaints to TARADHI platform for resolution.
- Managed and resolved +5,000 complaints, achieving a resolution rate of approximately 70%.
- Provided administrative support and followed up with new trainees.
- Gained deep understanding of commercial systems and policies.

Ministry of National Guard – Administrative Affairs

Riyadh, Saudi Arabia

HR Intern

11/2023 – 02/2024

- Supported HR Services Specialist in preparing reports and using the Oracle system to determine employee allowances..
- Managed and tracked data for 100+ trainees, ensuring all information was updated and accurately reflected training progress.
- Analyzed employee relations and related complaints, and participated in making appropriate decisions to resolve issues.
- Onboarded and guided 40+ employees, organized and issued ID cards, and supported them throughout the orientation period.
- Worked with the Government Relations team on the MUQEEM platform and issued new employment contracts.

EDUCATION

Imam Muhammad Bin Saud Islamic University

Riyadh, Saudi Arabia

Bachelor's Degree in Human Resources – GPA: 4.73 out of 5

02/2024

Senior Project - The Role of Green Human Resource Management Practices in Improving Job Performance.

HARD SKILLS

- Microsoft Office (Excel, PowerPoint, Word)
- Data Analysis & using Power BI.
- Digital Complaint Tracking and Resolution Systems.
- Training & Development.
- Labor Law Knowledge.
- HR Platforms (Qiwa, Mudad, Muqeem).
- Developing and creating interactive HR dashboards.
- Computer Skills.

SOFT SKILLS

- Communication & Interpersonal Skills.
- Teamwork & Collaboration.
- Problem Solving & Critical Thinking.
- Attention to Detail.
- Time Management & Organization.

COURSES

- Power BI 101, 102, 103 Satr - 08/2025
- Train of Trainers (TOT) Dorroob - 08/2025
- Microsoft Power BI M3aarf- 01/2025
- Elevate and Excel – The Elite Executive Mastery Program Walaa Academy - 11/2023
- AI in HR Management Dorroob - 09/2023

LANGUAGES

- Arabic
- English