

Nourah Khalid Abdullah AlRashed

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Summary

Highly accomplished Business Office Coordinator and Administrative Professional with over 10 years of experience in business coordination, insurance management, customer service, and secretarial support. Skilled in administrative operations, financial reporting, HR planning, and client relations, with proven ability to manage high-pressure environments while maintaining accuracy and efficiency. Adept at leveraging Microsoft Office, hospital systems (EMR/HIS), and AI-driven tools to enhance workflows and organizational performance. Recognized for leadership, problem-solving, and delivering superior customer experiences.

Work Experience

Business Office Coordinator – Dr. Sulaiman AlHabib Medical Hospital Nov 2014 – May 2025 Coordinated business

- center schedules, meetings, and events ensuring smooth operations.
 - Facilitated client procedures, improving overall customer satisfaction.
 - Prepared periodic reports and presentations for senior management.
 - Collaborated with multiple departments to execute projects efficiently.
 - Proposed and implemented practical solutions to reduce waiting times and enhance client experience.
- Supervised staff to ensure compliance with professional and organizational standards.

Customer Service Agent – Ramada Hotel June 2013-oct 2014

- Managed customer inquiries via phone and email with professionalism.
 - Handled complaints and resolved issues promptly to ensure satisfaction.
- Recorded customer interactions and prepared daily service reports.

Co-Op Trainee – Arab National Bank Jan 2011 – Apr 2011

- Participated in customer service and financial operations training.
 - Applied accounting and finance concepts in real-life settings.
- Assisted customers with inquiries and solutions.

Summer Marketing Trainee – Dutch Bank June 2012-July 2012 Assisted in

- promotional campaigns and marketing activities.
- Analyzed customer behavior data to optimize marketing strategies. Contributed to preparation of marketing content and reports.

Education

Diploma in Accounting – Girls Higher Technical Institute, Riyadh | 2011

Certifications & Training

- Executive Secretary & Office Management – TVTC, Riyadh | March 2024
- Administrative Assistant – TVTC, Riyadh | March 2024
- Communication & PR Management – TVTC, Riyadh | March 2024
- Human Resource Planning – Institute of Public Administration, Riyadh | May 2023
- Excellence & Appreciation Certificate – Dr. Sulaiman AlHabib Medical Group | June 2024
- Analysis & Treatment of Budget Problems – IPA, Riyadh | April 2020
- Government Financial Reporting – IPA, Riyadh | May 2020
- Principles of Financial Accounting – IPA, Riyadh | May 2020
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Business English & Administration – Kaplan Institute, Ireland | August 2011 (3 months)

Introduction to Artificial Intelligence (AI) – TVTC, Riyadh | July 2025

Project Management – TVTC, Riyadh | July 2025

Fundamentals of Artificial Intelligence – SDAIA Initiatives, Riyadh | August 2025

AI Concepts & Advanced Applications – SDAIA Initiatives, Riyadh | August 2025

Certificate of Appreciation – Dr. Sulaiman AlHabib Medical Group

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Hospital Systems (EMR, HIS)
- Information & Document Management Systems
- Data Analysis & Reporting (Excel Pivot Tables, Charts)
- Scheduling & Event Management Tools (Outlook Calendar, Google Calendar, Teams, Zoom)
- Insurance & Administrative Software
- Digital Communication & Online Collaboration Tools

Personal Skills

- Strong communication and interpersonal skills
- Time management and organizational ability
- Leadership and team supervision
- Adaptability and flexibility in fast-paced environments
- Analytical thinking and decision-making
- Problem-solving and innovation
- Attention to detail with focus on quality and customer satisfaction

Languages

Arabic: Native

English: Fluent