

Alhanouf Alsubei

Administrative Excellence | Customer Service | Data Analysis | Process Optimization | Banking Operations

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Alhanouf Alsubei

Riyadh, Saudi Arabia

PROFESSIONAL PROFILE

Administrative and Banking Operations Specialist with a strong academic background in Business Administration and hands-on experience in customer service and data management. Drives operational efficiency by organizing records, analyzing performance metrics, and enhancing service quality to support informed decision-making. Applies strong analytical and communication skills to improve customer satisfaction and optimize service delivery with measurable impact. Delivers value by streamlining processes, ensuring accuracy, and maintaining high standards of compliance within administrative and banking environments.

PROFESSIONAL EXPERIENCE

Freelance / Online | Saudi Arabia.

Customer Service Representative (Remote) | 2024 – 2025.

Key Achievements

- Improved customer satisfaction rates by delivering timely support across multiple communication channels.
- Reduced response time by efficiently handling inquiries, complaints, and service requests daily.
- Enhanced data accuracy by consistently updating CRM systems with validated customer information.
- Supported decision-making by preparing detailed reports on performance metrics and trends.

Core Responsibilities

- Deliver professional customer support through chat, email, and phone communication channels.
- Handle inquiries, resolve complaints, and provide accurate product and service information.
- Maintain updated customer records and ensure data accuracy within CRM systems.
- Prepare performance reports and collaborate with teams to improve service processes.

School Name | Saudi Arabia.

Administrative Trainee (Administrative Support) | December 2022 – February 2023.

Key Achievements

- Improved administrative efficiency by organizing records and maintaining accurate documentation systems.
- Strengthened communication flow between staff, students, and parents through coordination activities.
- Contributed to successful event execution by supporting planning and administrative logistics processes.
- Ensured data accuracy by performing precise data entry and updating institutional databases.

Core Responsibilities

- Support daily administrative operations and ensure smooth workflow across organizational departments.
- Maintain confidential records for staff and students with accuracy and proper organization.
- Coordinate communication between stakeholders including staff, students, and parents effectively.
- Perform data entry tasks and update databases while ensuring accuracy and consistency.

ACADEMIC BACKGROUND

Taif University | Saudi Arabia.

Bachelor of Business Administration | GPA: 3.95 / 4.00 | March 2023.

PROJECTS

Founder & Event Coordinator | Event Planning Project | 2021 – 2023.

- Established and managed a creative event planning initiative, delivering customized event concepts.
- Analyzed client requirements and developed tailored solutions aligned with expectations and objectives.
- Directed event execution, ensuring high-quality standards and seamless operational delivery.
- Managed budgeting, resource allocation, and vendor coordination to optimize event outcomes.
- Strengthened organizational, communication, and client management skills through practical experience.

CERTIFICATIONS & COURSES

- Project Management Fundamentals | IBM.
- Power BI 101 (Data Visualization & Analytics).
- Fundamentals of Artificial Intelligence.
- Introduction to Data Science (Beginner Level).
- Managing Projects and Community Initiatives (Non-Profit Sector).
- Market Validation & Business Analysis.
- Effective Customer Communication.
- Leadership Skills & Team Management.
- Introduction to Human Resources Functions.
- Cost-Effective Digital Marketing.
- Executive Secretarial Skills.
- Fundamentals of E-Retailing & Supply Chains.
- English Conversation Skills.
- Microsoft Excel for Data Analysis.

SKILLS

Administrative & Operations:

- Records Management Systems.
- Data Entry Accuracy.
- Document Control Processes.
- Office Operations Coordination.

Customer Service & Banking Support:

- Client Relationship Management.
- Customer Service Excellence.
- Complaint Resolution Handling.
- Service Process Improvement.

Business & Analytical Skills:

- Data Analysis Reporting.
- Market Research Analysis.
- Performance Metrics Tracking.
- Process Optimization Techniques.

Technical & Digital Tools:

- Microsoft Excel Advanced.
- Power BI Visualization.
- Microsoft Office Suite.
- CRM Systems Usage.

LANGUAGES

- Arabic: Native.
- English: Professional Working Proficiency.