**NOUF MOHAMMED ALWAHAIBI**

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**PROFESSIONAL SUMMARY**

A dedicated administrative and customer service professional with a strong background in supporting executives, managing office tasks, and ensuring top-tier customer satisfaction. Experienced in both corporate administration and technical support, with proficiency in communication, coordination, and CRM platforms.

**EXPERIENCE**

**Executive Secretary – CEO Office**

Enjaz Company for Operation & Maintenance | 2019 – 2020

* • Handled executive scheduling, correspondence, and office management tasks.

**Administrative Assistant – Board of Directors**

Shatara Company for Operation & Maintenance | Jan 2020 – Oct 2020

* • Provided administrative support to senior executives, managing documentation and communications.
* • Assisted in coordinating operations and maintenance activities.

**Customer Service Specialist**

Arab Computers (Apple Agent) – Contracting with Majorel | Oct 2021 – Present

* • Assist customers with technical inquiries, troubleshooting issues, and scheduling maintenance appointments.
* • Coordinate with technicians using the Salesforce system to track and follow up on customer requests.
* • Manage shipping logistics for spare parts and ensure timely delivery.
* • Conduct weekly training sessions on Apple product issues with specialized technicians.
* • Utilize WhatsApp Business and other platforms to provide prompt customer support.

**Customer Service Representative**

Smart Link (Flynas Project) | 2018 – 2019

* • Managed customer inquiries, ticket bookings, and service-related concerns.

**Administrative Support Intern**

Unilever | 4-Month Program in 2018

* • Assisted in administrative and operational support functions.

**EDUCATION**

Bachelor of Social Sciences

Imam Muhammad bin Saud Islamic University | 2013 – 2018

**TRAINING & CERTIFICATIONS**

* • Critical Thinking Skills Training – Imam Muhammad bin Saud Islamic University
* • Financial Awareness & Saving Culture Course – Imam Muhammad bin Saud Islamic University
* • Social Awareness & Educational Programs Trainer (Provided workshops for children)
* • Training Course on Social Insurance Systems and Executive Regulations – HADAF (2025)

**KEY SKILLS**

* • Customer Service & Support
* • Communication & Interpersonal Skills
* • Problem-Solving & Conflict Resolution
* • Administrative & Secretarial Work
* • Microsoft Office (Excel, Word)
* • Salesforce & CRM Systems
* • Team Collaboration & Leadership