

AMNAH MUSTAFA ZAYLAEE

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SUMMARY

Versatile and results-driven professional with over 10 years of experience across administration, customer service, sales, marketing, procurement, accounting support, and field research. Proven ability to improve operational efficiency, support business processes, and enhance customer satisfaction through effective coordination and problem-solving. Experienced in managing daily operations, supporting teams, and ensuring smooth workflow execution. Highly organized, adaptable, and committed to continuous improvement in dynamic work environments.

EXPERIENCE

Field Survey Research Officer – Public Opinion Center - Conducted field surveys and collected accurate data. - Interviewed participants and recorded responses. - Ensured data quality and confidentiality. - Supported reporting and analysis.	01/2025 – 12/2025
Freelance Marketing - Sales & Contracting (Online) - Managed social media marketing campaigns. - Increased sales through digital platforms. - Negotiated and closed client contracts. - Developed online business strategies.	2023 - Present
Restaurant Supervisor & Daily Purchasing Coordinator - Restaurant Industry - Supervised daily restaurant operations and staff performance. - Managed scheduling, workflow, and service quality. - Handled daily purchasing and inventory requirements. - Coordinated with suppliers to ensure timely availability of materials.	2022
General Accounting / Customer Service / Debt Collection – Raneen Technical Corporation - Managed accounts receivable and payable tasks. - Processed financial transactions and reconciliations. - Handled customer inquiries and service issues. - Followed up on outstanding payments.	2022
Cashier / Customer Service – ASL Burger Restaurant - Processed payments and maintained cash accuracy. - Managed daily cash reconciliation. - Assisted customers and resolved issues.	06/2021 – 09/2021
Healthcare Paramedic – Dar Al-Aqili Foundation - Provided emergency medical assistance. - Supported healthcare staff and patient care. - Maintained medical records.	11/2019 – 10/2020
Sales Customer Service Agent – Jibhan Mart Electronic - Assisted customers with product selection. - Managed sales transactions and inquiries. - Resolved complaints and improved satisfaction.	03/2019 – 08/2019
	12/2018 – 02/2019

Marketing & Sales Specialist – Knoz Al-Hekma

- Developed marketing campaigns.
- Analyzed market trends.
- Supported sales growth.

Sales & Marketing Supervisor – Lamar Store

10/2018 – 11/2018

- Supervised sales operations and staff.
- Managed promotions and product displays.
- Supported marketing activities.

Hotel Administrative Coordinator – Nargis Hotel, Jazan

02/2015 – 11/2018

- Managed hotel administrative operations.
- Coordinated between departments.
- Handled guest services.

EDUCATION

Bachelor of Business Administration and Management

2015

Jazan University

CERTIFICATIONS & TRAINING

- Certified International Procurement Professional (CIPP) | 2025
- Certified International Supply Chain Professional (CISCP) | 2025
- Cybersecurity & Artificial Intelligence
- Strategic Planning & Business Strategy | 2023
- Digital Marketing & Content Creation | 2023
- Executive Secretary & Office Administration | 2021
- Microsoft Office Applications (Excel, Word, PowerPoint, Outlook)
- Cost & Financial Management
- Risk Management
- Business Growth & Development Strategy
- Accounting for Non-Accountants
- Goal Setting & Achievement
- Professional Relationship Building
- Soft Skills Development
- Basics of Chinese Language | 2024
- Work Ethics & Compliance | 2016

SKILLS

- **Technical Skills:**

- Office Administration & Operations Management
- Procurement & Supply Chain Management
- Vendor Negotiation & Supplier Relations
- Inventory Management & Procurement Planning
- Accounts Payable & Accounts Receivable
- Financial Reporting & Reconciliation
- Cash Handling & Basic Accounting Operations
- Data Analysis & Business Reporting & Microsoft Office
- Social Media & Digital Marketing

- **Soft Skills:**

- Communication Skills
- Customer Service & Client Relationship Management
- Problem Solving & Decision Making
- Strategic Planning
- Time Management
- Teamwork & Collaboration
- Adaptability & Flexibility
- Attention to Detail

LANGUAGES

- Arabic
- English
- Chinese