

Hana Mohammed Alfaifi

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Saudi Arabia

SUMMARY

I am a skilled professional with expertise in English language studies and customer service. Currently, I work as an English Books Sales Associate at Jarir Bookstore, assisting customers, managing inventory, and maintaining organized displays. I hold a bachelor's degree in English Language from Jazan University, with strong communication and analytical skills. My training in office work and human resources further strengthen my administrative abilities.

EXPERIENCE

Jarir Bookstore | Saudi Arabia

English Books Sales Associate | November 2024 – Present.

- Awarded "**Employee of the Month**" in recognition of outstanding customer service, dedication, and driving positive sales performance.
- Assist customers in selecting suitable English books and address inquiries with prompt, professional solutions.
- Monitor, restock, and manage inventory efficiently to ensure product availability.
- Maintain organized, visually appealing book displays to enhance the customer's shopping experience.

EDUCATION

Jazan University | Saudi Arabia

Bachelor's Degree in English language | GPA= 4.80 / 5 | 2024.

- Developed advanced fluency in verbal articulation, professional writing, and overall comprehension skills.
- Mastered intricate principles of English language structure, text analysis, and literary interpretation.

COURSES

- Computer Course in Office work | Alzarqaa Academy | September 2023 – February 2024.
- Human Resources Management | Emaar Training Institute | 25 Hours | January 2024.
- Administrative Creativity and Excellence in the Workplace | 15 Hours | August 2024

SKILLS:

● Hard & Administrative Skills:

- Office Administration & Support
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Data Entry & Accurate Record-Keeping
- Calendar & Time Management
- Scheduling, Coordination, & File Organization
- Document Management
- Human Resources Management Basics

● Soft skills:

- Professional Communication & Interpersonal Skills
- Customer Service Excellence
- Creative Problem-Solving
- Adaptability, Flexibility, & Teamwork
- High Attention to Detail & Time Management
- Creativity & Innovation

LANGUAGES

- Arabic.
- English.