

# Lamya Alanazi

## Bank Customer service, Shop Manager and HR Admin

### Work Experience



#### Shop Manager,

##### Alhokair Group (2018-2019)

- training, supervising, and evaluating employees.
- Preparing employee work schedules.
- Addressing employee disputes, questions, and concerns.
- Ensuring all staff adhere to safety standards, company policies, and procedures.
- Managing and accounting for all money-handling procedures.
- Ordering, recording, and managing inventory.
- Ensuring the shop is adequately stocked, clean, and visually appealing.
- Motivating employees to reach sales goals and provide excellent customer service.
- Handling customer complaints.

#### Bank Customer Service

##### Nayifat Finance Company (2017-2018)

- Answer questions about account types and banking products, such as CDs, money market accounts, loans and credit cards
- Check on the status of customer accounts and track checks and payments
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft
- Assist customers with replacing lost or stolen credit or debit cards
- Assist with address changes

#### Casher

##### Areej Al-Aal Company (2016-2017)

- Process sales transactions
- Calculate the cost of products or services
- Accept payments
- Calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Report issues with equipment
- Work as a team to meet store sales goals
- Handle customer complains
- Process layaways, returns and exchanges
- Maintain clean and tidy checkout area
- Assist in stocking and rotating merchandise
- Scan and bag items accurately and efficiently
- Stay up to date on merchandise promotions, advertisements and product information

### Contact Info

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### Qualification

- BA degree, Princess Noura University, historical studies 2010
- Computer (six months)
- Introduction in HR(three hours )

### Relevant Skills

- Computer Skills
- Communication Skills
- Leadership Skills
- Organizational Skills
- People Skills
- Customer Service Skills
- Collaboration Skills
- Problem-Solving Skills
- Interpersonal Skills
- Creative Thinking Skills
- Critical Thinking Skills
- Management Skills
- Teamwork Skills
- Interpersonal Skills
- Active Listening Skills
- Adaptability
- Negotiation
- Conflict Resolution
- Empathy
- Decision Making Skills
- Time Management Skills
- Language Skills
- Administrative Skills.