

SHADEN ALDAWISH


Human Resources Management

CONTACT

 +966550023544

 Shadenaldweesh@gmail.com

 Riyadh

 [linkedin.com/Shaden-Aldawish](https://www.linkedin.com/Shaden-Aldawish)

EDUCATION

Diploma in Human Resources

2024

King Saud University

COURSES

- Preparation for Microsoft Specialist
- Human Resources Management
- Technical skills in education and employment

SKILLS

- Fluency in English
- Excellent Communication Skills
- Fast learner
- Leadership
- Problem-solving skills
- Microsoft Office
- Teamwork

PROFILE

A motivated team player eager to contribute to achieving organizational goals, looking for a place where I can use my skills to succeed and grow.

WORK EXPERIENCE

SOLUTION BY STC

HR (Co-op Trainee)

Jan 2024 - May 2024

- Manage the recruitment process, from job posting and candidate screening to conducting interviews
- Coordinating interviews with the hiring managers
- Responsible of Employees Tracker, creating (Qiwa) contract and adding members to medical insurance (Tawuniya)
- Responsible for organizing candidate's files on a weekly basis
- Proficient in GOSI, Java, Microsoft Office, Outlook, and Excel.

TOYOU

Quality Process and Performance Specialist

March 2023 - Present

- Being a quality assurance specialist I've been assigned to take care of multiple responsibilities to ensure the quality assurance is up to the standards and maintained properly according to the rules and company's policies
- Using Superset, Odoo, and Microsoft Excel, which have proven invaluable in analyzing data, creating reports, and streamlining various tasks.
- Investigate in every step of Rep Quality process, This enables me to provide accurate and insightful information.
- Creating new ideas to solve problems in a timely manner

Call Center Senior

April 2021- February 2023

- Contributing to the growth of the company through a successful team
- Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- Working and having full knowledge of every department in the company, allowing me to provide comprehensive assistance.
- Ability to quickly resolve tickets and address issues within maximum 2 minutes
- Ensure the best customer experience by providing exceptional service and efficient problem-solving