




# FATMAH SADEG AHMAD KHATEB

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 27-07-1993

 Jeddah

## WORK HISTORY

**CUSTOMER SERVICE MANAGER**, MAR 2022 – MAR 2024

*Alhuda Medical center / Makkah*

- Follow up the monthly and yearly targets.
- Designs and implements training programs for the department
- Set up Programs and systems to improve the quality of the customer experience, and to maintain the loyalty and satisfaction of the clients.
- Conducts performance reviews of employees and the client satisfaction on their performance
- Executes related duties as needed.

**RESERVATION CLERK**, NOV 2017 – NOV 2020

*United Doctors Hospital / Jeddah*

- Process all reservation requests from customers, answer their reservation inquiry whether to change or cancel the reservation.
- Answer enquiries over the phone.
- Check availability using a computer booking system.
- Respond to questions about doctors' availability.
- Treat request with professionalism.
- Ability to work for hard shift and long hours.

**TEACHER ASSISTANT**, MAR 2016 – OCT 2017

*Nora Center for Care and rehabilitation of special needs / Jeddah*

- Provides support to the lead teacher & help the student with material being taught.
- Helping teachers who need extra support to complete tasks.
- Carrying out administrative tasks.

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## EDUCATION

**King Abdulaziz University**, Art from Faculty of arts | Jeddah, 2012 - 2016

*Bachelor's Degree, Social Work.*

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## VOLUNTEER & LICENSE

- Professional classification and registration Record certificate as social service specialist from Saudi Commission for health Specialties.
- Volunteer as social workers specialist for since May 2015 until May 2017.

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## SKILLS

- Teamwork.
- Problem solving.
- Verbal & written communication.
- Leadership.
- Decision making.
- Collaboration.
- Time management.