
WAAD ABDULAZIZ ALI IBRAHIM

Al-Khobar, Saudi Arabia
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<https://waad-ibrahim.pages.dev/>

SUMMARY

- Ambitious HR & Administrative Specialist: Holder of an HR Diploma with a rich, diversified background spanning corporate administration, medical records, education, retail, and hospitality.
- Proficient in Microsoft Office Suite: Skilled in utilizing Excel for establishing and streamlining HR operations, metrics tracking, and data organization. Expert in using Word to draft official corporate letters and medical/administrative reports with correct formatting, competent in creating engaging presentations via PowerPoint.
- Expert in Saudi Government Platforms: Hands-on experience in managing contracts, immigration tasks, and employee leaves via Qiwa, Muqeem, GOSI, and Sehaty portals.
- Advanced Financial & Clerical Skills: Proven ability in handling front-line cashier operations, financial reconciliation, and deferred payment solutions like Tabby & Tamara.
- Excellence in Customer Service, Front-Desk, & Call Center Operations: Exceptional skills in premium reception management and handling high-volume professional phone calls. Proven ability in managing client inquiries, complex appointment scheduling, and proactive conflict resolution across diverse departments.

SKILLS

- Data Management & Reporting.
- Communication & Negotiation.
- Office Suite (Excel, Word, PowerPoint).
- Ministerial Platforms (Qiwa, Muqeem, GOSI, Sehaty).
- Problem-Solving & Crisis Management.
- Cashier Operations & Digital Payments (Tabby & Tamara).
- Front-Desk, Reception, & Call Center Operations.

CERTIFICATIONS

- English Conversational Skills Course for Beginners | Academy of Learning (2022).
- General Certificate in Securities Dealing (1-CME) | The Financial Academy & HRDF (August 2026).
- Human Resources Management Principles Course | Deroob Platform - HRDF (October 2021).
- English Conversation for Beginners Course | Deroob Platform - HRDF (October 2021).
- Word Processing Program Course (Microsoft Word) | Deroob Platform - HRDF (November 2023).
- Cybersecurity Course | Deroob Platform - HRDF (December 2024).
- Career Development Course | Deroob Platform - HRDF (October 2021).

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EXPERIENCE

Sales Specialist

East West Company (Hypermarket)

2019 to 2021

Duties and Responsibilities

- Conducted periodic and annual inventory counts with high accuracy to ensure physical stock matches digital store records.
- Organized and arranged shelves and display units continuously to maintain an appealing look that eases the shopping experience.
- Monitored product expiration dates and item conditions to guarantee premium quality standards and manage damaged goods.
- Optimized available store spaces by placing top-selling products in high-traffic areas to effectively attract customer attention.
- Coordinated the receipt and unloading of new shipments, organizing them in the backroom for quick and efficient retrieval.
- Assisted the customer service team in handling shopper inquiries, providing guidance, and resolving needs politely.
- Supported cashiers by efficiently packing, bagging, and organizing purchased items to ensure a fast and smooth checkout process.
- Sorted and organized products regularly within the food and supermarket sections, ensuring neatly arranged shelves.
- Provided comprehensive coverage across upper floor departments, including men's/women's apparel, stationery, homeware, kitchenware, bedding, and footwear.

Medical Records Clerk

AL Mouwasat Hospital

October 2023 to September 2024

Duties and Responsibilities

- Prepared and drafted comprehensive medical reports for patients in both Arabic and English with high accuracy.
- Documented and processed medical leaves on the "Sehaty" platform in compliance with Ministry of Health regulations.
- Registered and reported official birth and death cases directly to the designated Ministry of Health systems.
- Managed and updated electronic health records (EHR) while strictly adhering to data privacy and confidentiality standards.
- Assisted at the main reception, creating new patient medical files and efficiently scheduling and managing appointments.
- Provided support in customer service, promptly addressing patient inquiries and fulfilling their requirements to enhance satisfaction.
- Resolved patient complaints and issues by acting as a proactive liaison between patients, doctors, and relevant medical departments.
- Coordinated patient flow across various outpatient clinics with nursing staff to minimize wait times and optimize patient experience.

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EXPERIENCE

Spa Receptionist

United Herbs Trading Company

November 2025 to January 2026

Duties and Responsibilities

- Welcomed spa guests and clients with a high standard of hospitality, presenting available service packages (massage and Moroccan bath).
- Handled phone calls and answered client inquiries promptly, while accurately scheduling and coordinating service appointments to avoid overlaps.
- Handled cashier duties, processing cash and card payments, and managing deferred payment plans through (Tabby & Tamara) platforms.
- Reconciled daily invoices and performed cash drawer audits with high precision to ensure accurate shift closures and balanced accounts.
- Coordinated guest flow within the spa, managing booking schedules smoothly among therapists to optimize daily operations.
- Maintained a clean, premium, and serene reception and waiting area that aligns with the spa's relaxing atmosphere.
- Received incoming mail, spa product deliveries, and essential oils, sorting and distributing them accurately to inventory staff.
- Assisted in ensuring service rooms were fully prepared and stocked with client amenities to guarantee a premium relaxation experience.

Teaching Assistant

School Al-Sharq Bright International School (Al Khobar)

February 4, 2026 to June 28, 2026

Duties and Responsibilities

- Assisted the lead teacher in class delivery and provided individualized academic support to students to boost learning outcomes.
- Prepared and organized classrooms, teaching aids, and learning materials before lessons to ensure a smooth school day.
- Supervised student behavior in classrooms and school yards to maintain a disciplined and safe educational environment.
- Handled administrative tasks including tracking student attendance, grading homework, and updating academic records accurately.
- Maintained proactive communication with teachers and management to track student progress and behavior.
- Coordinated and monitored student participation in extracurricular school activities and field trips safely and responsibly.

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EXPERIENCE

Human Resources Intern (Cooperative Training)

Aslan Company

November 2023 – January 2024 (3 Months)

Duties and Responsibilities

- Gained hands-on training on the "Qiwa" digital platform, assisting in employee contract authentication and data export.
- Assisted in managing General Organization for Social Insurance (GOSI) tasks, including registering and excluding employees.
- Handled immigration and visa tasks via the "Muqem" platform, assisting in issuing and renewing residencies for expat staff.
- Learned how to activate and manage establishment profiles on recruitment and corporate platforms.
- Drafted and prepared official administrative letters, memos, and internal HR correspondence with high accuracy.
- Welcomed clients and visitors at the HR department, professionally addressing employee inquiries and onboarding needs.