

Manal Al-Dosari

Riyadh, Saudi Arabia

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Summary

I am a bilingual professional with advanced proficiency in both Arabic and English, specializing in literary analysis, critical thinking, and effective communication. My academic background has equipped me with strong skills in reading, writing, and interpreting complex texts. I am proficient in Microsoft Office and adept at managing multiple tasks while maintaining a high standard of accuracy and efficiency.

Experience

FlyAkeed | Marketing Specialist

July, 2025 – Present

- Delivered high-quality customer support via live chat and inbound calls, consistently maintaining an exceptional customer satisfaction rating (CSAT) above target benchmarks.
- Resolved complex travel-related inquiries including flight bookings, cancellations, rescheduling, and refund processing with speed and accuracy.
- Met and exceeded KPIs including response time, resolution time, and quality assurance scores.

Saudia | Customer Service Representative

December, 2024 – June, 2025

- Handled an average of 50+ calls per shift while maintaining a 95%+ customer satisfaction rating.
- Resolved complex booking and travel issues across multiple platforms and systems including Amadeus with minimal escalations.
- Achieved highest first-call resolution rate in the team, reducing repeat calls by 20%.

Al-Aflaj General Hospital | Trainee

February, 2020 – May, 2020

- Collaborated with healthcare professionals to resolve discrepancies and improve efficiency.
- Assisted in creating reports by extracting data from databases for use by medical teams.

Education

Prince Sattam Bin Abdulaziz University | Al-Kharj, Saudi Arabia

January, 2020

Bachelor of Arts in English Language and Literature

- GPA 4.38/5 | Second-Class Honors

Professional Certifications

Al-Akmar Institute

July, 2025

- Microsoft Excel and Power BI Certification

Imdad Knowledge Training Center

May, 2024

- Data Analysis Skills Using Excel

Erwaa Higher Institute for Training

September, 2023

- Data Entry and Word Processing

Coursera

August, 2026

- Microsoft Account Manager with Generative AI

Professional Skills

Data Entry | Data Analysis | Microsoft Office | Word | Excel | Typing Speed and Accuracy | SQL | Data Cleaning | Data Visualization | Database Management | Pivot Tables | Statistical Analysis | Power BI | Tableau | Critical Thinking | Multitasking | Attention to Detail | Quality Assurance | Creativity | Communication | Arabic | English