

Tala Ben Gasseem

Experience

Training Coordinator

Ivory Training | Jan 2023 - Present

- Organize and coordinate training events, by scheduling conference and training room time for various training events.
- Schedule online training sessions by creating online meeting rooms and sending session invites to all enrolled candidates.
- Design training and course schedules and timetables.
- Prepare training presentations for trainers.
- Prepare conference and training rooms by straightening up and restocking conference and training rooms, refilling supplies, and performing light custodial tasks as needed to keep these areas clean and well-organized.

Customer Service Representative

Tamara | Oct 2021 - Nov 2022

- Handle administrative chores efficiently, and maintain accurate, compliant documentation for reliable company records.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Participate in regular training programs to maintain up-to-date knowledge of company products and policies.
- Answer any inquiries in form of calls and emails from clients, members, and staff.
- Coordinate with the sales team, management, and clients to better comprehend identifying consumer needs and offering suitable solutions.
- Ensure customer satisfaction and provide professional customer support.

Mentor

Ministry of Sports | Fakher Program | Jul 2021 - Sep 2021

- Offer guidance and advice to professional athletes with special needs.
- Provide thorough administrative support, including file organization, spreadsheet creation, and document imaging.
- Maintain a strong relationship with all partners and participants.
- Create a learning environment that is inspiring, dynamic, challenging and educational.
- Ensure safety for all participants by undertaking health and safety checks before each activity.

Organizer

Achieve One | Mar 2021 - Jun 2021

- Coordinate with venue staff to ensure that the event runs smoothly.
- Liaise with clients to identify their needs and to ensure customer satisfaction.
- Propose ideas to improve provided services and event quality.
- Oversee event security to ensure attendees' safety.
- Guide, greet and welcome customers to the tour.

Social Work Intern

Princess Nourah Bint Abdul Rahman University | Sep 2020 - May 2021

- Promote the general well-being of students.
- Offer mentoring and suggestions for teachers and other school/university personnel.
- Develop and provide crisis intervention strategies to improve student success.
- Work to maximize coping skills for students in difficult situations.
- Complete initial assessments on newly referred students.

Social Work Intern

Khawla Elementary Girl Sage | Jan 2020 - Mar 2020

About

Dedicated Social Work Graduate with experience working with teenagers and people with special needs, and having exceptional analytical problem-solving and decision-making abilities. Seeking a position in a reputable organization that will enable me to benefit from my experiences and knowledge, to achieve joint professional success.

Education

Bachelor's Degree in Social Work

Princess Nourah Bint Abdul Rahman University | 2021

Certifications

- **Graphic Design and Digital Marketing Diploma** | Anas Academy for Arts | **GPA:** 4 out of 5 | 2023.
- **Professional Classification and Registration Record.**
- **Social Work Training Program.**
- **Digital Marketing** | Dulani Business Center


Skills

- Social Work
- Customer Service
- Mentoring
- Event Planning
- Public Speaking
- Emotional Intelligence
- Communication
- Time Management
- Problem-Solving
- Organization
- Creativity
- Microsoft Office

Languages

- **Arabic:** Native
- **English:** Professional

Contact

 Riyadh, Saudi Arabia

 [Tala Ben Gasseem](#)

 Tala.gassem199@gmail.com

 +966559026266