Bashayer M Alrashidi

PROFILE

Female, Single, Kuwaiti
DOB: 17 April 1985

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ADDRESS
P.O.Box 211104, Dubai, UAE

EDUCATION

Bachelor degree in **GIS/ URBAN PLANNING/GEOGRAPHY**, minoring in **SOCIOLOGY**
College Of Social Sciences
KUWAIT UNIVERSITY
GPA: 3.55/ 4.0
Jan 2005- Jan 2009

LANGUAGE

Arabic

English

Arabic Sign Language

English Sign Language

EXPERIENCE

DUBAI ELECTRICITY AND WATER AUTHORITY, UAE — 4yrs, 9mos
Innovation & The Future Division

SENIOR EXECUTIVE, Digital Experience Management Department, Quality Monitoring Unit. Feb 2018- present

- Corporate Social Responsibility Coordinator.
- Execute quality monitoring studies (Fieldwork and Reporting) on all DEWA service delivery channels for all stakeholders, and measure its compliance with the Government Excellence Models requirements. Determine strength points and areas for improvements for each channel.
- Prepare, analyze and process the quality monitoring reports, demonstrate numerical findings in a high visual impact reports and presentation material.
- Conduct quality checks and monitoring on the contents of all the service delivery channels.

SENIOR EXECUTIVE, Smart Services Department, Digital Innovation Unit.
March 2015- Feb 2018

- Gather and prepare the annual statistics and achievements of Information Technology Division to establish the IT yearly infographic.
- Corporate Social Responsibility Coordinator and Training Coordinator- Human Resources.
- Review and analyze the Mystery shopper monthly reports for Website and App, and create a high visual impact reports to show numerical findings.
- Represent DEWA at Dubai Government Achievements Exhibition between 30 march- 1 April 2015, by Demonstrate DEWA's latest smart services and initiatives to visitors and customers, and encourage them to adopt a smarter and easier way of living.

OFFICER, Smart Services Department, Smart Adoption Unit.
May 2014- March 2015

- Organize a workshop that targeted a segment of deaf customers to improve and develop “Ash’ir” service which is a dedicated channel for Deaf customers.
- Train the Customer Care Centre employees on the principles of the UAE Sign Language and how to deal with people with hearing disabilities.
- Represent DEWA at GITEX Technology Week between 12-16 Oct 2014, by explain and display DEWA's new services to the audience.

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PERSONAL SKILLS

- Organisation
- Communication Skills
- Responsibility & Commitment
- Team Player
- Self Motivator
- Proactivity
- Adaptable
- Exhibitions
- Creativity
- Energetic
- Flexible

TECHNICAL SKILLS

- ArcGIS (ArcMap, ArcCatalog)
- Apple iWork (Pages, Keynote)
- MS Office (PowerPoint, Word, Excel, Outlook)

EXPERIENCE CONTINUED

EMMAR PROPERTIES P JSC, DUBAI, UAE — 3mos

At The Top, Burj Khalifa

GUEST AMBASSADOR. Feb 2014- May 2014

- Deal and communicate clearly with visitors from various nationalities and ages including the Government and Royal families, to deliver an excellent customer service.
- Organize and Control the entering and exiting of the visitors within the Burj to maintain their security and safety.
- Provide visitors with information about Dubai history, the stages of the Burj and guide them in how to use the smart touch screens and digital binoculars.

AL AHLI BANK OF KUWAIT, KUWAIT — 4yrs, 2mos

Retail Banking Department, Branches

SERVICE OFFICER. Jun 2011- Jul 2013

- Improve the service level in the branch by working within a team and provide a high quality services to exceed customer expectations.
- Handle customer complaints accurately and efficiently to take a necessary remedial actions as quick as possible.
- Conduct the necessary procedures to open or close accounts, apply for new credit cards and loans...etc.
- Conduct cross-sells and develop referrals to create new business and extra services.

CUSTOMER SERVICE REPRESENTATIVE (TELLER). May 2009- Jun 2011

- Responsible for dealing with all bank transactions from cash transactions such as withdrawal and deposit, currency exchange, processing cheques, local and international money transfer requests, credit cards, fixed deposits, loan payments..etc, with compliance of approved policies, procedures, guidelines and regulations in the State.
- Manage the cash drawer and audit it regularly, Search for the cause of an overage or shortage when the cash does not balance correctly and create a daily transactional reports.

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COURSES & TRAINING

2018	18-19 Feb	7 habits for highly influential people
2017	25-28 Sep	Advanced training on Sustainability & CSR
	27-28 Aug	Business Etiquette and Protocol
	25- 27 Jul	Innovation Management
	9 May	Stormz Innovation Workshop
2016	29 Dec	Community Creativity Lab
2015	15-17 Sep	Methodology of improving government services"Government number one... you make it now"
	9 Sep	Principles, Concepts and Standards of Excellence for The Government of Dubai
	28-29 April	Managing Conflict& Dealing With Others
	21-23 April	Multiple workshops in Geographic Information System programs, GISWORX Workshops & Exhibitions
2013	6-7 May	The "Wow' Service Awareness Workshop
	May	Multiple workshops in Geographic Information System programs, GISWORX Workshops & Exhibitions
2012	20 April - 29 May	Accounting For Non Accountants
2010	8-9 Dec	Creating a Unique Customer Service-Culture at Alahli Bank Of Kuwait
2009	May- Aug	Specialized course in Banking (Customer Service, Computer Skills, Management Skills, Banking), Al Ahli Bank Of Kuwait Academy
2008	12 Oct - 5 Nov	Small Businesses Management & Marketing

HONOURS & AWARDS

2013	Twice awarded "A+ Golden Team" for the highest score of service quality evaluation, Al Ahli Bank 0f Kuwait
2012	Awarded in the service quality assessment competition " ABK Heroes" for delivering an exceptional customer service, Al Ahli Bank 0f Kuwait
2011	Awarded in the service quality assessment competition " ABK Heroes" for positive attitude and dealing with customers, Al Ahli Bank Of Kuwait
2009	I was selected as the highest performance rating in the service quality assessment for employees among all bank branches, Al Ahli Bank Of Kuwait
2006 - 2009	Award of Excellence membership of the Environmental Youth Club, within the environmental awareness activities & projects, Kuwait Environmental Protection Society
2005 - 2009	Honorary Awards for Academic excellence, College of Social Sciences, Kuwait University

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VOLUNTEER EXPERIENCE

2018 **Solar Decathlon Middle East**, tour guide, registration and organization committee, Dubai Electricity & Water Authority, Dubai, UAE.

The World Green Economy Summit, registration and organization team, Dubai Electricity & Water Authority, Dubai, UAE.

"Abtaal Al Jalila" volunteering program, share the power of creativity, happiness and provide positive interactions with both patients and families, Al Jalila Children's Specialty Hospital, Dubai, UAE.

2017 **"Kesa'a" initiative**, collect, iron, pack and distribute donated clothes to people in need, Social Hub Foundation, Ajman, UAE.

Home renovation initiative of low income families, repairing work and supporting the team, Social Hub Foundation, Ajman, UAE.

2015 **The Hearing Impaired Conference "Hear my voice .. Education& Innovation"**, Register and assist the participants, Kalimati Communication and Rehabilitation Center, Dubai, UAE.

"Ramadan Aman" campaign, Iftar meals distribution to the vehicle drivers,Dubai, UAE.

2014 **The Hearing Impaired Conference "Hear my voice .. Empowering The Deaf"**, Register and assist the participants, Kalimati Communication and Rehabilitation Center, Dubai, UAE.

"Mawaed Al Rahman" initiative, Distribute Iftar meals to the needy people, organized by Think Up GCC, Dubai, UAE.

2013 **Dubai International Film Festival**, assist the visitors and Supervise the Red Carpet area, Dubai Technology & Media Free Zone Authority- Government of Dubai, Dubai, UAE.

2009 **Membership of the Environmental Youth Club between 2006 and 2009**, by implemented multiple programs and awareness campaigns to increase environmental awareness, Kuwait Environmental Protection Society, Kuwait.

Participating in the events committee of **"The fifth Forum of Arabs Geographers"**, Kuwait Geographical Society, Kuwait.

Kubbar Island beach clean-up project, cleaning works, distribution and installation of Environmental guideline boards, Kuwait Environmental Committee- Mubarak Al Kabeer Governorate, Kuwait.

Loyac Volunteer Program "Service My Joy", Organise awareness seminars with The National Cancer Awareness Campaign, Loyac-Lothan House, Kuwait.

2007 **The Second Summit of Water Issues in G.C.C- Countries**, conference coordinator assistant,GCC Geographical Society, Kuwait.

2006 **The International Day of Geographic Information System**, events organizing committee, College of Social Sciences, Kuwait University, Kuwait.