



Contact

Sragad8@gmail.com

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Skills

Cybersecurity Fundamentals — Advanced

Network Security — Advanced

Cyber Threat Analysis — Advanced

Customer Service & Support — Expert

Effective Communication & Interpersonal

Skills — Advanced

Fast Learning & Adaptability — Advanced

Working Under Pressure — Advanced

Languages

Arabic Language — Native

English Language — Intermediate

My profile online



Scan the code to visit my profile on the university website.

RAGHD SALEH AHMED BAKHURAIISA

Customer Service Representative

Graduate of Islamic University of Minnesota — Bachelor's degree, 2026

Summary

A Cybersecurity graduate with a solid academic foundation and a continuous drive for personal and practical development. Known for fast learning, effective time management, and strong communication skills. I am seeking professional and training opportunities to apply my academic knowledge and build a comprehensive, impactful career.

Work Experience

Customer Service Representative

2024–Present

Forema Dresses Store

Providing comprehensive customer support and assisting clients in selecting the right products, while tracking order details and coordinating directly to ensure accurate execution. I possess the ability to handle complaints and feedback professionally and deliver fast, effective solutions, ensuring an exceptional customer service experience and maintaining the highest levels of satisfaction.

Customer Service Representative

2025–Present

Ravella Dresses Store

Providing comprehensive customer support and responding to inquiries across various channels, while tracking order details and delivery schedules. I possess expertise in handling complaints, clarifying store policies (such as delivery and returns), and coordinating with the internal team based on customer feedback to ensure professional service delivery and enhance the overall customer experience.

Education

Bachelor's degree

2026

Islamic University of Minnesota **University verified**

Computers and Information Technology · Networks and Cybersecurity

Grade: **EXCELLENT**