



Mohammed Sadi Alonize

Flagship Consultant - Zain KSA

A Highly Professional Flagship Consultant with experience in enhancing customer service across various industries & enhancing customer satisfaction. Accomplished in leveraging performance metrics to improve customer interactions and outcomes with the ability to lead teams to process and manage large account volumes without compromising service or quality. Skilled and meticulous Retention Specialist with an exceptional record of strong customer service. Responsible for maintaining effective relationships with current and potential customers, ensuring customer queries resolution and selling Zain products and services to meet customers needs and requirements & Contribute in the interaction with clients to introduce and sell Zain products in line with Retail sales plan and tactics in order to meet set individual sales/profit targets. Also, i Understanding clients' needs and assist them in selecting appropriate Zain's products and services ensuring their satisfaction

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📍 Saudi Arabia

CORE STRENGTH

Provide a high quality services to walk-in customers for new sales items or after sales support

Assures the achievement of agreed sales targets

Making sure that all the customer service standards are being

portrayed, established and complied

Building customer relationships Financial Reporting

Provides all the information regarding to products and services to customer and solves their problem regarding to products

Assist in providing products and services technical support to customers

WORK EXPERIENCE

Flagship Consultant - Retail Customer Service

Zain KSA

01/2014 - Present

Sales Supervisor

Zain KSA

01/2013 - 01/2014

EDUCATION

- Professional Master in Business Administration
- Professional Diploma in Public Relation and Marketing
- Professional of Diploma in Business Administration
- Professional Diploma in Human Resources Management
- High school












AWARD CERTIFICATES

- One of the Best Zain Sales - Zain Company
- Customer Experience Fundamentals 2015
- Consultants in the Northern Region Upon the Successful Completion of the (MBB5G Sales Coopetition)
- 2st Place in Northern Region (fkn450) awarded to 2018 - Zain Company
- Shops Top Sales Reward 2018 - Zain Company

SKILLS

- Ability to work under pressure
- Strong interpersonal skills
- Troubleshooting Skills
- Excellent sales skills
- Customer Care
- Good knowledge in telecommunication
- Cooperation with team members
- Time Management
- Leadership
- Make space for relationships to grow
- Advanced leadership abilities
- Business and Data Analysis
- Negotiation
- Analytical thinking
- Processes improvement
- Great communication skills
- Attention to detail
- Relationship building
- Business and Commercial acumen
- MS Office

COURSES AND CERTIFICATIONS

-  Self Marketing Course - Saudi Electronic University
-  Managing multiple tasks & priorities
-  Effective interpersonal and communication skills
-  Presentation skills
-  Customer experience fundamental course
-  Shops top sales reward 2018
-  Effective interpersonal and communication skills 2016
-  Managing Multiple Tasks and Priorities 2016
-  International conference preparation course
-  Functional movement management course
-  Public Relations and Marketing course

CORE QUALIFICATIONS

- Analyzed statistics and other data to determine the level of customer service performance achieved by the team and provided them the resources needed to reach their goals.
- Prevented losses using awareness, attention to detail and integrity.
- Extensive experience in Customer Care & Customer retention.
- Ability to communicate, organize and work well with others
- Superior grasp of customer needs and inbound retention strategies.

MEMBERSHIP

- HR Specialist Member
International compass Academy

- Public Relations and Marketing Specialist
International compass Academy

- Business administration consultant
International compass Academy

LANGUAGES

Arabic
Full Professional Proficiency

English
Excellent