RESUME

Ahmad Al Khalout

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Riyadh, KSA Palestinian Feb 1989
Married

SUMMARY

12 years of experience in team management, marketing, sales support, operations, and customer service. 9 years with STC, Fiber Optic Coordinator, Planning, Voucher Distribution
Electronic, product management, electronic sales, and electronic payment applications.

WORK EXPERIENCE

Application support specialist

STC Channels

2015 - Present -

Riyadh, KSA

Support e-Voucher service in the biggest season (Hajj Project) in country.
Increasing sales by executing the orders of major customers by more than 150,000,000 SR per year.
Achieve better operations and support targets for 500+ Salesman and 30K+ merchants in three countries.
Supporting different sales tools such as Mobile app , POS device , API and portals.
Enhance Customer claims process.
e-Payment and fintech support .
STCPAY and Virtual IBAN Transactions support.
Wallet support.

Coordinator, Team leader

STC Channels

2012 - 2014

Riyadh, KSA

Creating more than 500,000 sales opportunities.
Planning field Sales route .
Follow Up on potential sales.

Customer support

WAM Communication

2011 - 2012

Riaydh, KSA

Launch and activation of iPhone devices
After sales service

Electronic archiving

Data Serve

2009 - 2010

Riaydh, KSA

Archiving more than 20,000 documents of the Ministry of Finance

EDUCATION

Diploma in Computer Science and Network

Al Khaleej training and education

2009 - 2011

Riaydh, KSA

CCNA

PERSONAL SKILLS

- Operation support
- Vendor support
- Initiative & Proactive
- Product Management
- Cross-Functional Team Coordination
- Internal and External Communications
- Analytical Thinking
- Build Business Solutions
- Quality Assurance
- Team management

LANGUAGES

Arabic

English

COURSES

- ITIL 4 Foundation: Service Management Practices
- Network+
- CompTIA A+
- English in the diploma curriculum
- Creativity in problem analysis
- Risk Management - Cyber Security
- Access 2010 Macros and VBA
- Challenges claims and limitations
- The Art of Staying Focused
- Team Work
- Presentation Skills
- Microsoft Office