

Email

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Address

Riyadh,Saudi Arabia

Phone

+966566202831

Skills

Customer Experience

Team Leadership

Time Management

Corporate Communications

Problem Solving

Languages

English

Advance

Al Hanouf Alfayez

To continue my career with an organization that will utilize my **MANAGEMENT**, **SUPERVISION & ADMINISTRATIVE** skills to benefit mutual growth and success.

Experience

▪ Costumer Cear

Al-Adrak Medical Center *Saudi Arabia*

September 2018 - Present

1. Respond to customer queries and accurate way, via phone and email.
2. Identify customer needs and help customers use specific features
3. Share feature requests and effective workarounds with team members
4. Assist in training junior Customer Support Representatives
5. Follow up with customers to ensure their issues and queries are resolved and answered

Education

▪ Diploma in Markting

Princess Noura University *Riyadh, Saudi Arabia*

2017