

BASHEER ALMERAJ

Customer service

Age 38, married, I have a child, I have a diploma, four customer service courses + two computer courses + ITELS certificate

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0503824194 📞

Eastern Province , Saudi 📍

WORK EXPERIENCE

Customer service

BABTAIN TRADING Saudi Arabia-Eastern Province

10/2010 - 10/2018

Dammam

Al-Babtain Group is one of the largest companies in Saudi Arabia with activity of nearly 60 years of contracting, communications, trade and projects with government agencies and with large companies in the private sector

Achievements/Tasks

- Customer service job 8 years Receiving clients by e-mail, phone, or direct office and listen to the problems related to hardware problems and record them through the Oracle ERP program and follow up the customer until the completion of a complaint Achievements for me have been verified with my job. The service of 400 customers has been completed in a week and the file of complaints has ended, the highest number in the company has been obtained, my funding for profit, my promotion to the supervisor and the training of new employees in the service department

Contact: Noor 0503266293 - Manger customer service

EDUCATION

Electrcal Technician
College Technology

07/2003 - 07/2006

Saudi /Damm/ 3.14/5 Diploma

SKILLS

Problem Solving

Communication

Team work

Organization

Emotional Intelligenc

Computer

PERSONAL PROJECTS

Oracle ERP business proposal (01/2015 - 01/2016)

- The proposal of the top management in the company was made to make customer service electronically to facilitate the arrangement of records and service the customer in the fastest time, and the work was carried out and the proposal received thanks from the officials of the company before the work was paper and the service was slow in that

ACHIEVEMENTS

King Fahd University of Petroleum
(02/2000 - 02/2002)

A preparatory year with a year of specialization at the university and the use of English language instruction in writing, reading and speaking

Communication is effective with clients
(04/2020 - 04/2020)

course on how to communicate with customers

Get to know your customer (05/2020 - 05/2020)

course on how to get to know a client

Understanding clients (05/2020 - 05/2020)

Course How to learn to understand customers

Customer service principles (05/2020 - 05/2020)

course in customer service fundamentals and principles

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Professional Working Proficiency

INTERESTS

Community Service

Travel

Sports or individual

Artistic activities such as drawing

Playing intelligence games such as chess