

Skills

Leadership	■■■■■■■
Negotiations	■■■■■■■
Teamwork	■■■■■■■
Problem-solving	■■■■■■■
Communications	■■■■■■■
Customers service	■■■■■■■
MS Office	■■■■■■■

Project

- SABAB voicing and internet Package
- Project of raising sales rates
- Branch Development Project

Language

English	■■■
Arabic	■■■■■■■

Education

Diploma in office management

Al-Imam Muhammad Ibn Saud Islamic University
2004 – 2006

Experience

Retail Support Coordinator

ZAIN
April 2016– present

Retail Customer Service Consultant

ZAIN
October 2011 – April 2016

Helpdesk

Excellent Solution (ZAIN Partner)
May 2009 – October 2011

Call canter (Customer care)

Excellent Solution (ZAIN Partner)
November 2007 – July 2009

Training Courses

- » Data Entry
- » Customer Service
- » Sales Program
- » Call Center Training Program
- » Zain customised sft skills ,systems & services courses