

Maha Alshammari

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PROFILE

Customer service representative with over 1 year of professional experience. Eager to obtain a position where I will be able to contribute my skill, knowledge and experience to a company that will give me an opportunity to develop my career.

EDUCATION

MAY 2020

Small Business Management, International Technical College – RIYADH

- GPA 3.71

EXPERIENCE

NOV 2020– AUG 2021

Service Advisor, Juffali Automotive Company.

- Greet customers and offering excellent customer service.
- Advise on the best services to suit the client's needs.
- Respond to customer inquiries with clarity and provide them with the information about our services.
- Ensure that work provided to customers meets company quality standards.
- Handle and resolve customer complaints professionally.

JUL 2020– OCT 2020

Customer Experience Representative, CCC by STC

- Marketing products and persuading customers.
- Maintaining solid customer relationships by handling questions with speed and professionally.

SKILLS & LANGUAGE

- Absorb and retain information (Excellent)
- English Language. (Excellent)
- Computer skills (Microsoft Office) (Excellent)
- Interpersonal skills (Very good)
- Multitasking and flexibility (Very good)
- Planning and Problem solving (Very good)
- Time management (Excellent)

CERTIFICATES

- Cambridge preliminary English test certificate.
- Digital marketing certificate from Riyadh chamber.