




Waleed Albaiji

CONTACT

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SKILLS

- Lead management
- Advanced product knowledge
- Dispute resolution
- Customer retention
- Sales forecasting
- Microsoft Office Suite

LANGUAGES

Arabic Native language

English:

Fluent

PROFESSIONAL SUMMARY

Motivated Supervisor eager to streamline operating procedures to maximise team efficiency and customer satisfaction. Specialises in quality, speed and performance improvements.

WORK HISTORY

Customer Service Advisor 10/2011 - 08/2021

Alrajhi Bank - Hafer Albatin, Saudi Arabia

- Managed high-volume customer queries simultaneously through productive planning and organization strategies.

EDUCATION

NVQ English language, 12/2021

ST GILES - Eastbourne, UK

Diploma of Higher Education: Marketing, 05/2011

Technical and Vocational Training Corporate - Hafer Albatin

COURSES

- Excellence in service and exceeding customer expectations
- Communication and human interaction
- Passion in customer service's
- Ability of understanding the body language communication.