

KHALED.W. BALULA

Enthusiastic Customer Service and Sales Representative with in-depth knowledge of sales, account management and training. Provide superior customer service and resolve all issues quickly and with positive attitude. And I am a High-energy Sales Representative effective at building productive relationships with customers and colleagues. Team player and people person with background in Active sales.

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 Dhahran, Eastern Province

WORK HISTORY

November 2020 to Current

Shop Manager

World of Speed for CP Trd & Mnt. EST., Khobar, Eastern Province

- Posted financial data in Excel spreadsheets and managed inventory.
- Gathered all banking transactions via statements, recorded activity in excel format and reconciled balances.
- Tracked employee time and attendance for payroll.
- Cultivated forward-thinking, inclusive and performance-orientated business culture to lead industry in innovation and push progress.
- Communicated with clients to meet fiduciary obligations, strengthen relationships and define client objectives.
- Developed key operational initiatives to drive and maintain substantial business growth.

January 2019 to Current

Sales Representative

Medical Outfit Company, Khobar, Eastern Province

- Demonstrated products and specific features at customer locations and special events.
- Used consultative sales approach to understand and meet customer needs.
- Branded products through effective salesmanship and maintained long-term relationships with clients.
- Collected and processed payments.
- Helped resolve client problems quickly with superior customer service.
- Operated cash register for cash, check and credit

SKILLS

- Written and verbal communication skills
- Fluent English language
- Strong Computer skills
- Administrative support
- Staff management
- Team leader
- Creative problem solving
- Business development
- Product demonstrating
- Active selling
- Customer service
- Customer relations
- Till accuracy

EDUCATION

N/A Social Science

University of Victoria, Victoria, CANADA

Deferred on April 2014 due to family issues.

December 2012

English as A second language

Certificate English language

University of Victoria English

language Centre, Victoria, CANADA

June 2012

High-Advanced I Level certificate

English language

International Language Academy of Canada (ILAC), Toronto, CANADA

card transactions with optimal accuracy.

- Accepted cash, cheque, credit and debit payments accurately and efficiently.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Prepared and submitted end-of-shift reports and sales using [iVend] and [Shopify] softwares.

March 2019 to March 2021

Customer Service Officer

VFS Global, Khobar, Eastern Province

- Consistently achieved UK visa center's targets by managing customer expectations with phenomenal care and attention.
- Demonstrated visa applications to customers, creating awareness, interest and sales.
- Assisted customers with questions and concerns.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.

January 2009 to January 2010

Online Marketer

DXN, Khobar, Eastern Province

- Developed successful partnerships with customers through outstanding levels of service for continued customer loyalty.
- Marketed promotions and new product launches to new and existing customers to increase sales.
- Addressed customer inquiries and concerns to facilitate decision-making and minimise anxiety or hesitation.

July 2011

Orientation program Sciences
King Fahd University of Petroleum and Minerals, Dhahran, Eastern Province

After completion of the preparation year, I got accepted by King Abdullah scholarship program to study in Canada

July 2010

High School Diploma Natural Science

Al Yarmouk High school, Dhahran, Eastern Province

- Graduate with 97%