

## Contact

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## Top Skills

Team Leadership  
Customer Focus  
Customer Satisfaction

## Languages

English  
Arabic

## Certifications

Strategic Selling Miller Hieman  
Emotion Intelligence  
المدير المبدع المستوى الثاني  
المدير المبدع المستوى الرابع  
Conceptual Selling Miller Hieman

# Marwan AL-Harbi

Associate Consultant at Elixir Management Consultancy

## Summary

A senior Customer Service and Sales Representative Professional with more than 10 years in Customer Service Operations, Business, Technical and Management looking forward to join a new job on challenging assignments and contribute to this new job growth and success as well as personal growth and success.

Specialties: Managing Operation Mode in different fields such as Customer Care, IT, Human Resource and Administration.

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## Experience

Elixir Management Consultancy  
Associate Consultant at Elixir Management Consultancy  
January 2017 - **MAR 2019**  
Al-Riyadh , Saudi Arabia

Currently working in the Delivery Unit (DU), established by The Council of Economic and Development Affairs to enable and support the launching of various programs under 2030 Vision. Working specifically in the National Transformation Program 2020 (NTP). Working on almost all streams and priority areas of the NTP, gave me the leverage to work closely with many entities to develop their 2020 objectives.

Was part of the Vision Realization Offices (VROs) central setup team that developed the concept and activate it with 18 entities.

Currently responsible for the NTP initiatives portfolio of the following Ministries and their sister entities; Ministry of Commerce and Investment, Ministry of Communications and Information Technology and Ministry of Culture and Information

## Elm Company

Operation Manager(Communication and e-Reception Center for Minister of Interior Office-MOI)  
February 2014 - December 2016 (2 years 11 months)

## Communication and e-Reception Center for Minister of Interior Office-MOI

- Government outsourcing - Start up project

- Directed and coordinated professional staff and work force in the design and production of product and service consistent with the goals and objectives of the project, having regard to innovative solutions, value management, functional efficiency, and customer satisfaction.
- Performed and directed Project Planning, Project Rollout, Installation, Commissioning, and managing KPI's of business support team.
- Analyze information and intelligence and prepare briefings for the management team.
- Assist with the implementation of any regional changes.
- Act as the Customer Beacon for the Service attending any meetings when required.
- Provided individual feedback and operating
- Documents Digitizing for both product-services
- Development of comprehensive Complains, Classifications and Issues Categorization
- Business Model / Admin + Communication
- Managed IT Change Request Process, business Analysis – authored Business Rules
- Coaching: Team, Peer to Peer, Soft skills, business related knowledge, project requirements

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1. Manage and lead the operations excellence initiatives to drive key organizational development.
  2. Monitor the progress of operations excellence projects by measuring any improvements the findings to management.
  3. Monitor all operations processes to ensure procedures and policies are in-place and followed at all times.
  4. Develop and implement training and development plans for sites employees.
  5. Develop and specify performance standards for employee evaluation.
  6. Monitor reports and analyze them to present recommendations to the management

# Responsibilities would include:

- A- Performance
- B- Refinement
- C- Customer experience

# Solving center's problems, and costs, personnel training and knowledge of the needs and development of centers with guaranteed of Improving the level of service in terms of speed and quality of service, waiting, and avoiding errors

## Integrated Telecom Company (ITC)

### Senior Account Manager

December 2011 - February 2014 (2 years 3 months)

#### Duties & Responsibilities

- Develops a business plan and sales strategy for the market that ensures attainment of company sales goals and profitability.
- Plan to achieve sales target as assigned by the management.
- Initiates and coordinates development of action plans to penetrate new markets.
- Creates and conducts proposal presentations and RFP responses.

## GO Telecom - Etihad Atheeb Co.

2 years 10 months

### Technical Support Supervisor(Supervisor Service Center Customer Care West Region)

January 2010 - November 2011 (1 year 11 months)

Lead and manage the implementation of all technical services portfolio and activities offered by the company in accordance with best systems engineering practices and to ensure total customer satisfaction .Work in a dynamic team responsible for design, implementation and operations support

Manage CTS team, Assign daily incident target, generate a reports, monitor team performance as per agreed KPI.

> Escalate major technical issues ( Data + Voice services ) to the concern department and pass the resolution to all CC levels of support, o mention handling the angry customers who came to the COM. me and my team were able to return and win back a lot of unsatisfied customer .

### Customer Service( Front Office Team Leader.)

July 2009 - January 2010 (7 months)

As front office team leader:-

- Managing a team contains 10 agents and monitoring their performance, train them on customer service basic and advanced skills and company product and how to trouble shoot the technical issues.
- Handling the escalated calls from our front office team.
- Send daily report to the contact center manager contains (events log , offered calls , answered calls , abandon calls and service level %)

### Manager Royal & VIP Services

February 2009 - July 2009 (6 months)

- I'm one of the team who built this department by defining and documenting the process and work instructions from A to Z.
- participated in UAT (user acceptance testing) & FUT (friendly user test) and testing all department process and procedures and searching for gaps or errors then report these gaps or errors to the management incase to avoid the issues in the future.
- defining the SLA (Service Level agreement) between our department and other department based on case classification (critical, high or medium ...ect) but we as royal and VIP team all cases we received is treated as critical case .
- handling Royal & VIP technical issues and complaints 24 hours / 7 days by be on call after the duty hours .
- Coordinating with other departments and escalate the issues if needed to (network, IT or finance) incase to resolve our Royal and VIP customers issues.

### My Occasion For Parties

#### Sales and Marketing Manager

October 2007 - February 2009 (1 year 5 months)

Hire, train, direct, and supervise the sales staff of westren region.

- Coordinate the operation of the sales department by establishing territories, goals, and quotas for the sales workers.
- Reviewing market analyses to determine customer needs, sales volume potential, and pricing schedules that will meet company goals.

### Mobily

#### Customer Service Team Lead

May 2005 - October 2007 (2 years 6 months)

Life Cycle Management / Agent in Complaint department

Worked as Back Office Agent in call center, supported the 2 test lunches, after that worked

with the retention team (Customer loyalty), MNP team (mobily number portability), in Life

Cycle Management in complaint & Back office department & Retention team

Use higher team.

Collection team.

Trained on Siebel CRM Application Basics. VAS 1, 2.

Trained on customer relation management (Siebel application) VAS 1, 2.

Trained on Intranet customer center CSR

### Coco Cabana

#### Restaurant Manager

January 2003 - June 2005 (2 years 6 months)

Managing the Cafe and Restaurant. Overall responsible for the full administration of the

Cafe including purchasing of items, Accounting of staff salary etc. Introducing new methods

to attract new customers with new products. Keeping public relation with customers. Also, responsible for the profit and loss of the cafe.

### Le Méridien Hotels & Resorts

Supervisor

June 2002 - December 2002 (7 months)

Reporting to Front Office Manager.

Overall responsible for the Front Office activities and checking the perfect ness of Check-ins, Check-outs, Collections, Reservation confirmations, Cancellations, Rate structures etc.

### The Oberoi Group (jeddah Trident)

Supervisor Front Office

June 2000 - December 2002 (2 years 7 months)

Reporting to Front Office Manager.

Supervising and work in my shift on the Reception and Check-out Counter. Also, handled training to Saudi Staff as a Supervisor. Responsible for police Reporting system for guest check-ins.

Responsible to handle any VIP guests arriving to the hotel and ensure they get the special care and services. Also, responsible to solve any guest problems that may arise.

Also, handled sales calls and airport assistance to the guests. Responsible for making sales calls to the companies for clients. Responsible for achieving the sales target for the month. Visiting the govt. departments, ministries for the sales calls.

Also, assisting the guests in the airport, solving if any immigration problems for the hotel guests etc..

### Trident Jeddah Hotels

Reseptionist cum Cashier

October 1997 - July 1998 (10 months)

Worked as Front Office Receptionist cum Cashier .

Responsible for the guest check-ins, checking their room reservation, allotting rooms to them, checking their billing letter and ensuring payment terms are in order.

Handling telephones of incoming calls, making reservations, confirming the bookings to the clients.

As a Cashier, ensuring the payment is collected from the guest as per the billing letter. Responsible for the shift for check-ins and check-outs. Making summary of the sales of relevant shift and handing over the cash to the General Cashier.

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## Education

Arab Academy for Science, Technology and Maritime Transport  
diploma, diploma, Logistics · (1998 - 2000)