



Rayan Abduljawad

Commercial operator

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Jeddah, Saudi Arabia

Summary

I carry more than ten years of experience in fields of Hospitality, customer services and commercial operations. In application of highest standards of customer services, operation, security and safety for team work and customers. I carry a certificates from the Saudi Real Estate Institute in facilities management, real estate marketing, owners union (real estate manager), real estate brokerage and real estate finance. I hold certificates and experience in coaching and training of trainers TOT.

My principles and aspirations to move forward by making use of and benefiting from my knowledge and experience in developing myself and companies in order to increase income and Customers Loyalty.

Skills

Computer Management | Crowd organization | Distribution of tasks and supervision | Evacuation and first aid | Team Work | Work under pressure and face an audience

Experience

Nov 2017 - Present

Commercial operator

Renfe . Haramain Railway, Madinah, Saudi Arabia

Passenger and ground services. Assistance in booking, waiting, boarding, train, and schedule, according to the daily schedules of the company

Jul 2017 - Nov 2017

Customer Services Manager

ALDAR Hospital, Madinah, Saudi Arabia

Customer Service Management. Management of the Telecommunications Center. Management of the Internal Communications Center. Manage queries

Jan 2016 - Jul 2017

Customer Service Supervisor

Arabian Centers, Madinah, Saudi Arabia

Opening of the mall. Processing the mall to receive customers. Solve customer problems. Send daily reports. Send weekly reports. Send monthly reports. Preparing the mall for national antiques. Preparing the mall for religious events. Preparing the mall for events. Customer reception. Linking management, customers and stores within the mall. Facilitate the work of contractors inside the mall. Maintain the required level of company. Maintain the standard level of funding. Show the aesthetic aspects of the Mall. Development of the mall.

Apr 2011 - Dec 2014

Supervisor reception, executive roles

Dalla, Madinah, Saudi Arabia

VIP reception. Processing of place of residence. Processing of arrival dates. Flight processing to and from the airport. Facilitate hotel accommodation. Customer demand. Follow-up staff. And distribution of tasks. Processing the work period

between delivery and receipt. Shutdown accounts end work.

Jan 2010 - Feb 2011

Safety Officer

Al Dosari Contracting, Yanbu, Saudi Arabia

Construction sites and issuing building and construction permits from ARAMCO refinery to maintain the safety of the site and the safety of the establishment and the safety of the workers supervising more than 70 workers and 7 supervisors and project manager in several locations in the Saudi Aramco refinery.

Education

2020

Saudi Real Estate Institute

Facilities Management
Completed

2020

Allison

Diploma
Operating Manger
Completed

2020

Saudi Real Estate Institute

Real Estate Manager (Owners Association)
Completed

2020

Saudi Real Estate Institute

Mortgage
Completed

2020

Watan Vision Training Center

Training Of Trainers TOT
Completed

2020

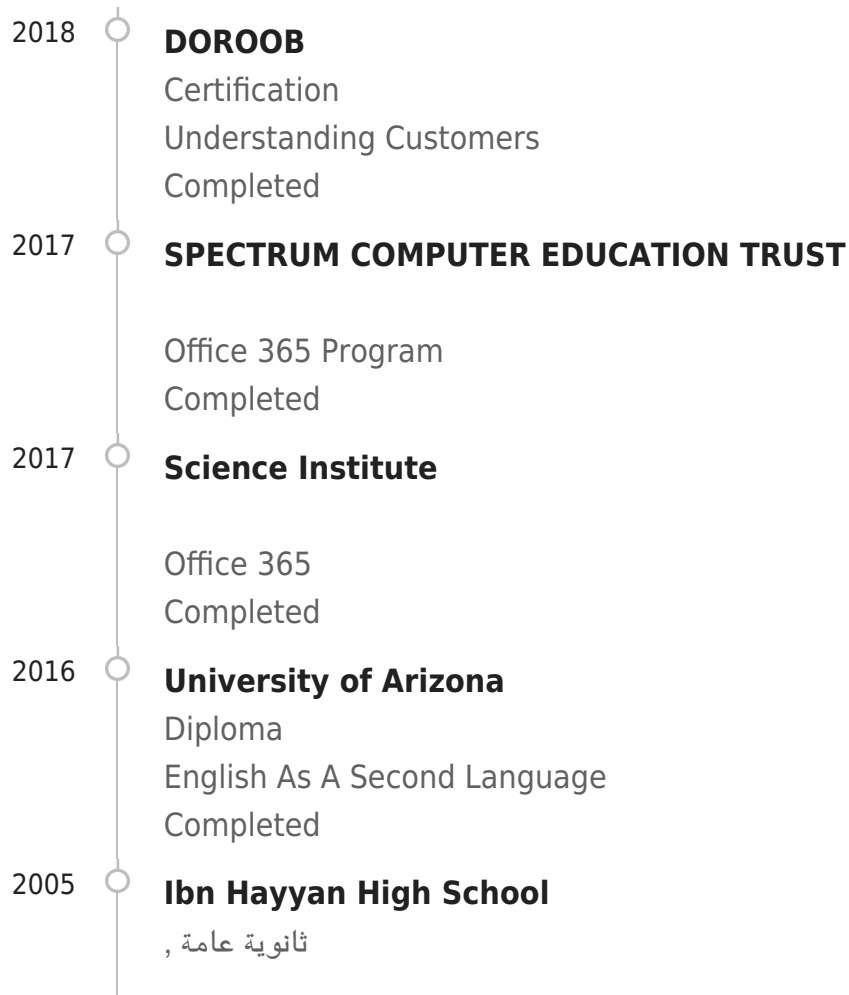
Prospects for the science of management

PMP Project Management Director
Completed

2019

Saudi Red Crescent

Certification
First Aid
Completed



Projects

The opening of the Haramain train project

<http://WWW.HHR.SA>

The opening of the Haramain train project. Organizing and receiving visitors. Organizing and receiving travelers.

Languages

English
Expert

Arabic
Expert