



Sami Ibrahim

CONTACT

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SKILLS

- Customer service
- Client relations
- Relationship building
- Leadership and team building
- Teamwork
- Fast learner
- Problem solving
- Team leadership and supervision
- Communication skills
- Creative thinking
- Management
- Active listening skills
- Time management skills
- [Language] skills
- Self-motivation
- Positive attitude
- Traveling ability
- Reservation and booking management

PROFESSIONAL SUMMARY

Brings 14 years of customer service experience within dynamic, fast-paced industry environments. Excellent interpersonal skills aiding positive professional relationships for recurring business and guaranteed customer satisfaction. Motivated to improve service to achieve overall company success, Multilingual and fluent in English, Arabic, Urdu, and Pashto.

WORK HISTORY

General Manager 12/2021 - Current
Professional Vision for Safety and Security Company - Al Khobar, Saudi Arabia

- Expanded market share by harnessing sales and customer data.
- Used strategic and forward-thinking business techniques to maximise turnover.
- Developed new products and expanded existing product lines to increase profitability.
- Created new revenue streams through product and market expansion.
- Supported regulatory compliance by overseeing all audits to ensure adherence to protocol.
- Worked with promotional teams to develop new marketing strategies.
- Managed projects to consistently deliver milestones on time and within budget.
- Mitigated operational risk, compiling performance, financial, headcount and spend data to forecast outlook.
- Managed high-performing teams to deliver quality customer service and stable profits.
- Managed all merchandising, replenishment and inventory decisions to drive growth.
- Enhanced operational success through effective staffing, strong training, adherence to food safety and sanitation regulations and well-timed customer service.

Sales Executive 09/2021 - 11/2021
Messier82 coffee roaster - Al Khobar , Saudi Arabia

- Applied positive customer service approach to increase satisfaction levels.
- Replenished stock and processed deliveries to maximise product availability.
- Processed invoices and payment runs with complete accuracy.
- Used Microsoft Word and other software tools to create documents and clear communications.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Worked flexible hours, covering nights, weekends and bank holidays.

Senior Customer Service Agent 10/2011 - 08/2021
Emirates Airline - Al Khobar, Saudi Arabia

- Applied positive customer service approach to increase satisfaction levels.
- Supported team by demonstrating respect and willingness to help.
- Analysed reporting to reconcile transactions, accounts and ledgers.
- Delivered exceptional customer service by proactively listening to concerns and answering questions.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Managed teams by overseeing hiring, training and professional growth of employees.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Cultivated customer loyalty through exceptional service, promoting repeat custom and improved sales.
- Oversaw daily operations to achieve high productivity levels.
- Promoted continuous improvement by problem-solving and sharing suggestions to optimise team operations.
- Served customers to drive sales and deliver top-quality experiences.

Customer Service and Call Center Agent

03/2004 - 09/2007

Saudi Arabian Airlines - Al Khobar, Saudi Arabia

- Reviewed customer history to recommend appropriate products and services.
- Consistently arrived at work on time and ready to start immediately.
- Offered friendly, efficient customer service and handled challenging situations with ease.
- Handled high volume calls to address customer inquiries and concerns.

EDUCATION

English Diploma , 02/2004

Dammam Community College-KFUPM - Dhahran , Saudi Arabia

COURSES WITH CERTIFIED CERTIFICATES

- Customer Service Leadership
- Invest in Yourself -Plan Your Development
- Employee Assistance Centre: Communication
- Smart Sell Customer Service and Sales Training
- Aviation Security
- Protecting Payment Card Information - Back-end Staff
- Working with Upset Customers
- Protecting Payment Card Information
- Project 2007 Essential Training
- Service Over and Above the Rest [Retail Office]
- Multinational Communication in the Workplace
- Employee Assistance Centre
- Standard Precautions and Infection Control
- Word 2013 Microsoft Office Expert Part Two (77-426) (Online)
- Delivering Bad News to a Customer(Online)
- Emirates Hotels & Resorts -Portal (Online)
- Handling Customers with Special Needs (EU Regulations) (Online)
- Fatigue and Shift Work(Online)
- Getting Familiar with EK Group Budgeting(Online)

- Air Carriers Access Act (US Regulations) (Online)
- Standard Precautions and Infection Control(Online)
- Cabin Crew Webmail: An Introduction(Online)
- Performance Matters(Online)

LANGUAGE

- Arabic
- English
- Urdu
- Pashto

NATIONALITY

Saudi Arabia

ACHIEVEMENTS

- Handled full sales cycle. Grew business by 77% through creative strategies.
- Spearheaded communication with client to understand pain points. Increased customer retention 35%.
- Implemented a customer service process that reduced refund requests by 32% and direct labor costs by \$2.5 million.
- Cut lead time for recruiting by approximately 50%.
- Raised employee effectiveness by 18%, and training participation by 15%.
- Developed relationships with 110 new clients and typically exceeded sales goals by 20%.
- Maintained 99% accurate product knowledge in a high-volume retail store.
- Closed average 5 sales per day in outbound telemarketing.
- Maintained customer retention rate 45% above company average.