

Salman Mustafa Mohammed Alomani - CV

Name: Salman Mustafa Mohammed Alomani

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Personal Profile

A highly motivated and detail-oriented professional with over a decade of experience in customer service, team supervision, and sales. Recognized for achieving outstanding performance awards and delivering exceptional customer experiences. Proficient in utilizing advanced software systems and managing diverse teams effectively. Fluent in Arabic and English, with basic knowledge of Urdu.

Skills

- Advanced proficiency in Microsoft Excel, Word, Tabs, Netcracker, and BSS systems.
- Strong communication and interpersonal skills, ensuring excellent customer service delivery.
- Proven leadership abilities in managing teams and achieving organizational goals.
- Fluent in Arabic and English; basic understanding of Urdu.
- Analytical thinking and problem-solving skills, particularly in resolving customer issues and optimizing operations.

Work Experience

- ****Zain Saudi Arabia (2014 – Present)**:** Managed and supervised multiple branches in the Eastern Region.

Acted as a temporary supervisor on multiple occasions, leading teams to achieve sales and customer satisfaction targets.

Delivered outstanding customer service experiences, resulting in repeated recognition for excellence.

- ****Abaad Almadar (Subsidiary of Zain) - Eastern Region Branch Supervisor (2014)**:** Oversaw branch operations

and ensured alignment with organizational standards. Increased branch sales and improved overall customer satisfaction ratings.

- ****Abaad Almadar - Customer Service Representative (2012 – 2013)**:** Handled customer inquiries

and complaints, ensuring prompt and effective resolution. Assisted in training new employees to maintain service consistency.

- **Rasafa Technology Company - Transaction Officer (2010 – 2012)**: Processed client transactions efficiently and ensured compliance with company policies. Developed strong relationships with clients through excellent service delivery.

Education

- High School Diploma (Administrative Track).

Achievements

- Best Employee Award (Eastern Region Sales) in 2023 and 2024.
- Recognized for providing the Best Customer Service Experience.
- Successfully led teams as a temporary supervisor, achieving targets consistently.

Languages

- Arabic: Native proficiency.
- English: Fluent.
- Urdu: Basic knowledge.

Interests

- Continuous learning and development in technology and customer service.
- Team leadership and operational excellence.