

SARA NOOR

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Summary

With strong focus on customer satisfaction and effective communication, I excel in creating positive interactions and building lasting relationships. My background in various customer-facing roles has equipped me with ability to understand client needs and offer tailored solutions. Adaptable and proactive, I am committed to contributing to team success and enhancing customer experience.

Experience

Customer Sales Expert | Dyson - Dammam, Eastern Province | 09/2024 - 12/2024

- Conducted market research to stay ahead of industry trends, enabling the introduction of innovative product lines.
- Utilised customer feedback to inform stock management, resulting in a 10% reduction in overstock items.
- Leveraged CRM data to send targeted emails designed to increase sales.

Sales Expert and Customer Service | Cartier / Richemont Group - Khobar, Eastern Province | 01/2020 - 12/2021

- Utilised extensive product knowledge to resolve complex customer inquiries and provide detailed information.
- Resolved customer issues and complaints with quick-thinking problem-solving.
- Fostered customer satisfaction and loyalty with professionally tailored shopping experiences.

Customer service | Burberry - Khobar, Eastern Province | 04/2018 - 12/2019

- Assisted customers with large packages to enhance customer service.
- Delivered outstanding customer service, addressing queries and resolving issues promptly.
- Implemented customer service improvements, resulting in increased satisfaction scores from claimants.
- Monitored customer service performance, producing reports for senior management review.

Customer Sales Assistant | Massimo dutti - Khobar, Eastern Province | 01/2017 - 01/2018

- Assisted customers in selecting products, offering detailed advice to meet their needs.
- Handled customer returns, refunds and exchanges at customer service desk.
- Maintained, clean, presentable and stunning product displays by conducting routine visual merchandising tasks and deep cleans.

Skills

- | | |
|----------------------------------|-------------------------|
| • Positive attitude | • Customer engagement |
| • Time-management | • Relationship-building |
| • Marketing and sales strategies | • Self-motivation |

Education

Arab Open University | Dammam, Eastern Province | 06/2017 - 03/2020

Management Information System : Business & Technology / Information Systems

Dubai Conference institute | UAE, Dubai | 01/2015 - 06/2015

Basic Computer Diploma: Computer science

High School: Scientific Track

Languages

English:



Proficient

C2

Arabic:



Proficient

C2