

Raneem Ayad Alharbi

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Professional Summary

I hold a Higher Diploma in Business Administration and have over 5 years of experience in both customer service and sales. I worked for 2 years in call center environments, where I provided effective and professional customer support. I also spent 3 years in sales, where I developed strong communication and negotiation skills, and consistently contributed to achieving sales targets. I am adaptable, team-oriented, and passionate about delivering excellent customer experiences and driving business success.

Professional Experience

Sales Officer-Sraco for Human Resources (2022 July-Present)

- Contact customers Collection.
- preparing and signing agreements
- Follow up for clients' payments.
- Solving customers problems.
- Generate daily and weekly reports for deferent departments.

Clint services coordinator - Dr.Suliman AL Habib Hospital Al Khobar (2020-july 2022):

- Receiving Customers Calls.
- Solving clients' problems by coordinating with clients and internal hospital departments.
- Booking appointments.
- Generates reports in Weekly and monthly basis.

Education

Business management diploma.

Technical College – Technical and Vocational Training Corporation | Khobar | Graduation Year: 2020

Training Courses

- Cambridge English Preliminary Examination Certificate (PET).
- Course in modern technologies and accounting.
- A course in effective communication with clients.
- Course in technical support for information technology.
- A first aid course.
- Training in the Procurement Department Security Forces Hospital in Dammam.
- Reception training in Hoor complex

Skills

Personal Skills: Attention to Detail | Critical Thinking | Leadership | Adaptability | Client Relations | Decision Making | Performance Optimization | Accountability | Customer Relationship Management (CRM) | Conflict Resolution

Practical Skills: Problem-solving abilities | Time management | Teamwork and collaboration | Customer-focused mindset | Sales and negotiation skills | Adaptability and flexibility | Conflict resolution | Multitasking in fast-paced environments | Positive attitude and professionalism

Technical Skills: Microsoft Office (Word, Excel, PowerPoint, Outlook) | CRM systems (Customer Relationship Management tools) | Call center software (VIDA) | Data entry and reporting | Email and professional communication tools

Achievements

- I successfully handled a high volume of customer calls daily while maintaining strong customer satisfaction.
- I consistently achieved my monthly sales targets for over a year.
- I helped increase customer retention by providing excellent service and resolving issues quickly
- I trained and supported new team members in customer service processes and product knowledge
- I received positive customer feedback regularly due to my professionalism and attention to customer needs.

Languages

- **English :** Intermediate | **Arabic :** Native