

ABDULRHMAN AL HARQAN



Dammam, saudi



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PROFESSIONAL SUMMARY

Team leader committed to improving customer satisfaction. Skilled at policy implementation, strategic planning and staff governance. Listens to customers to understand needs and optimize service delivery. Motivated and proactive individual with good knowledge of customer service techniques and best practices. Committed manager with exceptional leadership, organizational skills and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth. Goal-orientated Sales Representative with 13 years of experience in STC.

EDUCATION

High School Diploma, Technical

The First Secondary Industrial Institute - Saudi Arabia

Diploma of Education, Electrical Technical

Dammam College of Technology - Dammam, Eastern Province

WORK HISTORY

Customer Services Team Manager , 01/2004 - 11/2023

Saudi Telecommunication Company (STC) , Dammam, Saudi

- IT System Sales Customer Services.
- Directed and supervised front-of-house operations, upholding company standards.
- Forged working relationships with suppliers and negotiated purchasing conditions.
- Received and resolved customer complaints escalated by staff.
- Executed data-driven sales and marketing strategies to boost revenue.
- Oversaw bookings with accurate calendar management.
- Devised activity and service plans to meet customer requirements.
- Scheduled shifts based on seasonal demands and staff availability.
- Carried out day-to-day duties accurately and efficiently.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Managed on-site evaluations, internal audits and customer surveys.
- Completed customer orders with speed and accuracy.
- Successfully delivered on tasks within tight deadlines.

PERSONAL DETAILS

Nationality: Saudi Arabia

Gender: Male

SKILLS

- Microsoft Office
- Power point
- IT
- Communication
- Team Management
- Time Management
- Solving Problems
- Customer-focused
- Management
- Business administration

- Implemented actions from staff and customer feedback to improve service.

Chief Customer Operations Services Officer
Saudi Telecommunication Company (STC) , Dammam, Eastern Province

General Manager , 10/2018 - 12/2020
Holidays world Travel Agency, Dammam, Saudi Arabia
Meets with clients to determine travel. needs, budgets and preferences.
Sells and coordinates flights, transportation, accommodations, insurance, tours and activities.
Advise clients regarding destinations, cultures, customs, weather and activities.
Handles travel issues, conflicts, complaints, calculations and refunds.
Build and maintains relationships with travel and tour vendors.
Attends travel seminars and conferences
Maintains accurate records of bookings, payments, transactions, phone calls and meetings
Delivered business strategy to drive revenue and operational efficiencies.
Fostered culture of inclusion and positive rapport through consistent team-building activities and inter-office competitions.
Resolved internal staff conflicts to mutual benefits of all parties involved.
Developed and implemented budgetary and resource allocation plans.
Prepared and reviewed procedural documents for daily operations.
Served as official representative of organisation to public groups or government agencies.
Allocated resources to teams and projects based on need, performance and availability.

LANGUAGES

English	Arabic
Intermediate	Native