

Wael Alsharidah

Customer Service Representative

📍 Eastern Province, Khobar
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Summary

Enthusiastic and detail-oriented professional with a strong commitment to delivering exceptional customer service and support. Skilled in managing multiple tasks efficiently while maintaining a welcoming and organized environment.

Education

Sep 2015 – June 2017 **Diploma in the field of Rigging Technology**
Saudi Petroleum Services Polytechnic
Dammam, Saudi Arabia

Experience

Apr 2022 – Aug 2023 **Sun and Sand Sport**
Sales
- Actively approached and interacted with customers to understand their needs and provide tailored product recommendations.
- Successfully negotiated terms and closed sales, ensuring customer satisfaction, and fostering long-term partnerships.

Oct 2020 – Jan 2021 **Burger King**
Service Staff
- Greeted and assisted customers with their orders, ensuring a friendly and welcoming atmosphere.
- Accurately processed customer transactions and handled special requests, maintaining attention to detail to ensure satisfaction.

Apr 2015 – Jul 2019 **CB&I**
Rigger
- Performed weight assessments and load calculations to ensure proper rigging methods were used for each job.
- Adhered to safety protocols and regulations to minimize risks and ensure a safe working environment for all team members.

Skills

Technical Skills:

- Microsoft Office: Word, Excel, and Outlook for document creation

Soft Skills:

- Communication
- Flexibility and organization skills
- Leadership skills and teamwork
- Time management and multitasking

Languages:

- Arabic
- English