

Mohammed Hussain

Sales & Customer Service Representative



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Sales and customer service professional with over 6 years of experience in building strong client relationships, resolving customer issues, and consistently achieving sales targets. Holds a diploma in mechanics and possesses strong technical knowledge, enabling clear communication with clients and effective product recommendations.

Education & Courses

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| 2008 – 2010 | Diploma in Mechanics
Technical and Vocational Training Corporation <ul style="list-style-type: none">• Studied automotive systems, engine components, and repair techniques.• Learned diagnostic procedures and troubleshooting for vehicle performance issues.• Gained hands-on training in mechanical maintenance and repair. |
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Work Experience

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| 2017 – 2023 | Customer Service & Sales Representative
Fitness Time, Dammam, Saudi Arabia <ul style="list-style-type: none">• Greeted customers and provided personalized product and service recommendations.• Consistently achieved and exceeded monthly sales and membership targets.• Handled customer complaints, resolved issues, and ensured satisfaction. |
| 2014 – 2015 | Government Relations Representative
Issam Company Service, Dammam, Saudi Arabia <ul style="list-style-type: none">• Managed documentation, permits, and licensing processes with government entities.• Maintained compliance and facilitated smooth company operations. |
| 2012 – 2013 | Customer Service & Sales Representative
McDonald's, Dammam, Saudi Arabia <ul style="list-style-type: none">• Delivered high-quality service in a fast-paced environment.• Processed orders efficiently and promoted upselling to increase sales. |
| 2011 – 2012 | Government Relations Representative
TCR Arabia Service, Dammam, Saudi Arabia <ul style="list-style-type: none">• Coordinated all government paperwork and ensured timely approvals. |

Core Skills

- **Automotive Technical Knowledge:** Holds a Diploma in Mechanics with a solid understanding of vehicle systems, enabling clear communication of technical details to customers.
- **Customer Relationship Management:** Skilled in developing and maintaining strong client relationships, fostering loyalty through personalized service and proactive follow-up.
- **Sales Negotiation & Upselling:** Adept at identifying customer needs and presenting tailored solutions to maximize sales revenue while enhancing customer satisfaction.
- **Complaint Resolution & Problem-Solving:** Experienced in handling customer concerns with empathy and efficiency.
- **Bilingual Communication:** Native Arabic speaker with strong English skills, facilitating clear communication.
- **Team Collaboration & Adaptability:** Thrives in dynamic, fast-paced environments by adapting quickly to change.