

Professional Summary

Results-driven Sales Professional with a strong background in customer engagement, lead generation, and closing deals. Experienced in building long-term client relationships, negotiating contracts, and identifying new sales opportunities. Adept at providing exceptional customer service, exceeding sales targets, and driving revenue growth. Fluent in Arabic and English, with excellent communication and interpersonal skills..

EXPERIENCE

Salesperson

Alsharq Road Factories for Plastic | Mar 2015 - Nov 2015 (9 months)

- Developed strong client relationships, leading to repeat business and referrals.
- Conducted product demonstrations and recommended solutions tailored to customer needs.
- Negotiated and closed sales deals, consistently meeting or exceeding sales targets.
- Provided excellent post-sale support, ensuring customer satisfaction and long-term retention.

Officer (Sales & Administration)

AOBSCO | Jan 2018 - Dec 2018 (1 year)

- Initially hired as a salesperson before transitioning to administrative support.
- Generated and qualified leads, increasing overall sales revenue.
- Managed client accounts and ensured seamless communication between departments.
- Assisted in workflow optimization, improving sales efficiency.

Customer Service Agent

Monsha'at (General Authority for Small and Medium Enterprises), Riyadh, Saudi Arabia
Oct 2024 – Present

- Handle customer inquiries and complaints via social media, email, and phone, providing timely and accurate information to small and medium enterprises.
- Assist in resolving issues related to services offered by Monsha'at, ensuring customer satisfaction and adherence to service standards.
- Collaborate with team members to improve processes and enhance overall service efficiency.

Human Resources Coordinator

Al Sharq Flexible Packaging Factories | Mar 2016 - Sep 2016

- Managed recruitment and onboarding processes.
 - Assisted in employee relations and HR operations.
 - Supported training and development initiatives.
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EDUCATION

High School Diploma – Science Major

Malik Bin Dinar High School | 2010 - 2013

GPA: 97.31%

SKILLS

- **Sales & Negotiation:** Client engagement, lead generation, product demonstrations, contract negotiations.
 - **Customer Relationship Management:** Building and maintaining strong client relationships.
 - **Business Development:** Identifying new sales opportunities and implementing strategies to increase revenue.
 - **CRM & Administrative Support:** Proficiency in CRM software, Microsoft Office Suite, and sales tracking.
 - **Communication & Interpersonal Skills:** Strong ability to engage with diverse clients in both Arabic and English.
 - **Problem-Solving & Conflict Resolution:** Ability to handle objections and ensure customer satisfaction.
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Training and Certifications

- **Standard English/Western Certification**
Institution: British Council
Completion Date: May 2014
 - **Administrative Communication Skills, Work Ethics, and Professional Behavior**
Institution: Taibah University
Completion Date: December 2024 (12/2024)
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