

SAUD AL HJRI

Customer Service
Supervisor

Contact

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Skills

Inter-department collaboration

Research and due diligence

Account updates

Training and mentoring

Sales proficiency

CRM

Workflow planning

Strategic planning

Languages

English

Advanced (C1)

Adept at inter-department collaboration and CRM, I significantly enhanced team productivity and customer satisfaction at The Saudi Investment Bank. Through strategic planning and expert training, I led my team to surpass performance goals, mastering both the art of effective communication and the science of sales proficiency. Seasoned Customer Service Supervisor with unmatched customer service record and successful strategic development. Develops strong working relationships with teams to boost performance and meet objectives. Experienced **Job Title** bringing **Number** years of quality performance in customer support supervisory roles. Skilled in mentoring team members to deliver exceptional service and building team morale through effective communication and positive performance feedback. Accustomed to defusing customer dissatisfaction and managing competing priorities with superior results.

Work History

2012-03 -

Current

Customer Service Supervisor

The Saudi Investment Bank, Eastern Province, Dammam

- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Coached team members to deliver hospitable, professional service while adhering to set service models.
- Managed escalated calls with diplomacy, successfully deescalating situations while ensuring satisfactory resolutions for both parties involved.
- Evaluated individual performance metrics to identify areas of improvement, providing targeted coaching to boost results.
- Enhanced team productivity through regular coaching, feedback, and performance evaluations.
- Maintained up-to-date knowledge of company products and services, effectively communicating changes to the team for seamless customer support.

+ Type or edit your work history here

Education

2010-07

70: Scientific

High School - Dammam

A 6-month computer course from the Gulf Institute for Training and Education