

Ali Zurayyir

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Professional Summary

A Network Technician holding a Diploma in Information Technology with a specialization in Computer Networks, achieving a GPA of 3.78. With over Three years of experience in customer service, sales, and fleet monitoring, possess practical expertise in daily task management and delivering technical solutions to clients. Certified in data entry, word processing, and occupational safety and health standards (OSHA). Skilled in data analysis and task management, with a proven ability to work under pressure and meet targets efficiently.

Education

Diploma in Information Technology, Computer Networks

Technical and Vocational Training Corporation | Abha | Graduated: 2022

GPA: 3.78

Professional Experience

Fleet Monitoring Coordinator | Sila Al-Ra'idah "Shift.INC" | September 2024 – Present

- Oversee vehicle and driver allocation.
- Track vehicle movements using dedicated systems.
- Update databases with daily fleet activity.
- Coordinate with field teams to ensure operational efficiency.
- Prepare weekly performance reports for vehicles.

Sales Representative | Enfal for Automatic Doors | January 2024 – March 2024

- Provide clients with consultations on door specifications.
- Achieved 90% of monthly sales targets.
- Follow up on customer requests through to installation.
- Prepare competitive price quotations.
- Document sales data in the CRM system.

Customer Service Manager | S.F.C Limited | February 2020 – June 2021

- Deliver technical information to clients about elevators.
- Receive and coordinate maintenance requests with technicians.
- Improved customer satisfaction by 15% within 3 months.
- Trained 5 new employees on customer service protocols.
- Generate periodic service performance reports.

Training Courses

- **Occupational Safety and Health Fundamentals (OSHA Standards)** | Future Horizons Institute | May 2024 | 30 hours | Remote
- **Data Entry and Word Processing** | Gulf Higher Institute | May 2018 | 6 months | Abha

Skills

Soft Skills

Working Under Pressure | Effective Communication | Problem-Solving | Teamwork | Attention to Detail | Time Management

Practical Skills

Task Management | Customer Service | Sales | Field Coordination | Report Preparation | Staff Training

Technical Skills

Excel (PivotTables | VLOOKUP) | Power BI | Database Management | ERP Systems | Data Analysis | Network Maintenance | Microsoft Office | Outlook | Windows | Academic Writing | Presentations | Power point | Excel

Languages

- Arabic
- English