

Mohammad Ali Al-Nasafi

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City: Al-Rass, Al-Qassim.

Nationality: Saudi

SUMMARY

Diploma graduate in Marketing with hands-on experience as a Customer Service Representative, skilled in handling customer inquiries, resolving issues, and ensuring satisfaction through clear communication and problem-solving. Proficient in Microsoft Office, with knowledge of basic digital marketing strategies, order processing, and CRM systems. Recognized for adaptability, teamwork, and a positive attitude in fast-paced environments. Seeking a position in marketing, sales, or customer service where I can apply my customer-focused approach and marketing knowledge to support company goals, deliver excellent client experiences, and continue developing my professional skills.

EXPERIENCE

Aramex, Al-Qassim | Customer Service Representative.

May 2023 – April 2024

- Delivered exceptional customer support by efficiently resolving shipping and service-related issues, demonstrating strong problem-solving skills.
- Managed order processing from receipt to delivery, ensuring timely fulfillment and high customer satisfaction through attention to detail and professionalism.
- Accurately sorted and packed shipments according to company standards, showcasing organizational skills and precision.
- Enhanced the customer experience by providing personalized assistance, resulting in increased customer retention.
- Addressed customer inquiries and swiftly resolved complaints, reflecting excellent communication and conflict resolution abilities.
- Continuously sought to improve service quality and operational efficiency through proactive feedback and process improvement initiatives.

EDUCATION

Technical and Vocational Training Corporation.

2021

Diploma in Marketing.

OTHER

○ Courses:

- Excel spreadsheet software | Doroob | 2025.
- Implementing effective online marketing strategies | Doroob | 2025.
- Effective communication with customers | Doroob | 2025.
- Sales and marketing | Doroob | 2025.
- Customer data management | Doroob | 2025.
- Addressing customer needs | Doroob | 2025.
- Customer service — professional interaction | Doroob | 2025.

○ Technical Skills:

- **Microsoft Word, Excel, and PowerPoint Proficiency:** Able to create documents, manage data, and design presentations effectively.
- **Basic digital marketing using social media platforms:** Knowledge of promoting products or services on platforms like Instagram and TikTok.
- **Customer data entry and record keeping:** Accurately inputting and maintaining customer information for smooth operations.
- **Order processing and tracking:** Managing customer orders from receipt to delivery while ensuring accuracy.
- **Basic online advertising:** Creating simple promotional posts and ads to increase visibility.
- **Email communication for customer support and marketing:** Writing clear and professional emails to assist customers or share updates.
- **Market trend observation and basic reporting:** Noticing customer behavior patterns and reporting them for business improvement.
- **Preparing simple marketing materials and promotions:** Assisting in creating flyers, banners, and basic marketing content.

○ Personal Skills:

- **Effective verbal and written communication:** Expressing ideas clearly and professionally in both spoken and written form.
- **Active listening and understanding customer needs:** Paying attention to customer concerns to provide the right solutions.
- **Conflict resolution and problem-solving:** Handling complaints calmly and finding effective resolutions.
- **Time management and task prioritization:** Organizing workload to meet deadlines efficiently.
- **Team collaboration and support:** Working well with colleagues to achieve shared goals.
- **Adaptability to different work environments:** Adjusting quickly to new situations and changes.
- **Attention to detail in work tasks:** Ensuring accuracy in every step of the job.
- **Commitment to continuous learning and skill improvement:** Seeking opportunities to grow professionally over time.

- **LANGUAGES:** Arabic, English.