

Khalid .J Alghamdi



Dhahran, Saudi Arabia



+966580622665



khalid.j.ghamdi98@gmail.com

SUMMARY

I am an enthusiastic, self-motivated, reliable, responsible, and hardworking person. I am a team worker and adaptable to all challenging situations. I can work well both in a team environment as well as using own initiative. I can work well under pressure and adhere to strict deadlines.

EXPERIENCE

Customer service Agent ,January 9,2025/10-4 Jarir

bookstore alkhober , Saudi Arabia

- Check online orders and forward them to the online orders manager.
- Return old books to the publisher or the main warehouse.
- Serve customers with honesty and professionalism.
- Organize the section thoroughly, check for shortages, and clean off dust.
- Provide customers with the books they need and place online orders for them if necessary.

Customer Service Agent, February 20, 2024 -may19,2024

RONA Hotel Alkhober, Saudi Arabia

- Answering calls and responding to customer complaints.
- Providing customers with detailed information about policies and products.
- Managing the customer complaint database.
- Providing managements with reports.
- Providing an interesting and enjoyable experience for guests

Marketing & Sales Agent,2019 - 2021

Sky Island Fashion Company, Dhahran, Saudi Arabia

- Building a rapport with clients by listening to their needs and identifying their wants and desires
- Conducting market research to identify potential new markets for products or services
- Maintaining contact with existing customers to ensure satisfaction with products or services
- Managing client relationships and maintaining records of communications with clients or potential clients
- Developing long-term relationships with clients based on trust and mutual respect
- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them, and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Bag, box or gift-wrap packages
- Handle merchandise returns and exchange

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- **Operations Officer, Agent**
 - Solve customer problems,
 - supervise quality and suitability,
 - ensure that orders are delivered perfectly on track

Passion

I am interested in reading development and self-development books, I like to listen to poetry, And write poems, i write short articles sometime, and I am good at photography .

SKILLS

- Excellent communicator
- Self-motivated
- Bilingual (Arabic, English)
- Drive for results
- Teamwork

EDUCATION

High school, Yarmouk National Schools, Dhahran, Saudi Arabia –**2016\2017**

Strength Points

- Proficient In Speaking English
- Ability to deal with conflicts
- Creative thinker
- Adaptable
- Problem solving ability
- Ability To Work Under Pressure.
- Ability to assess risks at workplace