

Mohammed Sultan Alsaab

High School

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Riyadh, Saudi Arabia

SUMMARY

A graduate with a High School. Skilled in providing exceptional customer service, handling inquiries, and resolving issues to ensure customer satisfaction. Experienced in performing administrative duties such as scheduling, data entry, and documentation management. Capable in sales and purchase processes, including prospecting, negotiating, and managing transactions. Strong communication, organizational, and multitasking abilities. Dedicated to contributing effectively to business operations and driving success in diverse functional areas.

EXPERIENCE

Al Khaleej Training and Education Company (Saudi Electricity Company Project) | Saudi Arabia

Customer Service (Emergency Call Center 933) | September 2024 – October 2024

- Respond to emergency calls at the 933 call center, addressing electricity outages and faults.
- Log and escalate reports of electrical issues to relevant departments promptly.
- Provide accurate information to customers regarding outage statuses and expected resolution times.
- Coordinate with field teams to ensure quick response to emergency situations.
- Maintain detailed records of customer interactions and reports filed.

Shawarma Classic | Saudi Arabia

Accountant | January 2024 – January 2024

- Take cash or credit card and review invoices and receipts.
- Exchange, coupons, purchase installment and follow up on available stock of products.
- Follow up on product replacement and return operations and control all items.

EDUCATION

High School | Saudi Arabia

OTHER

- **Certifications & Courses:**
 - Customer Service for Employees of Sales Offices.
 - Communicate Effectively with Customers.
 - Stress Management in the Workplace.
 - Basics of Management.
 - Marketing.
- **Technical Skills:**
 - Customer Service.
 - File and Record Management.
 - Efficient Resource Management.
 - Accurate and Fast Data Entry.
 - Correspondence Management.
 - Sales Skills.
 - Negotiation Ability.
 - Proficient in Computer and Microsoft Office.
- **Soft Skills:**
 - Leadership.
 - Problem-Solving.
 - Analytical Skills.
 - Attention to Detail.
 - Time Management.
 - Communication Skills.
 - Teamwork.
 - Organizational Skills.
- **Languages:** Arabic, English.