

Bayan Meshari alnaim

Al Dammam Saudi Arabia

0500883342

Bmn_1994@hotmail.com

PROFESSIONAL SUMMARY

I am looking forward to the opportunity to be a member in an organization which works in improving the quality of life of individuals in my community by providing the most recent and modern means in managements and technology that's help in achievement of Saudi Arabia vision 2030.

EDUCATION

03/2015

Dammam University

Dammam, Eastern Province

Bachelor in Library and Information System

WORK HISTORY

Elm Information Security Company - Call Centre Agent

Riyadh, Saudi Arabia

01/2020 - 09/2020

- Provide citizens and residents high standard assistance in governmental services of different ministries such as ministry of interior, human resources & social development, health, transport and industries & energy.
- Provide citizens and residents assistance in different Saudi governmental programs such as Muqem, Efada, Tamm, Salamah, Amn, Zawil, Naql, Senay and Tawakkalna.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Logged call details and customer information in secure systems, improving data collection measures.
- Attended regular product training to enhance customer advice.
- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Trained junior agents on customer service excellence, boosting customer satisfaction rates.

SKILLS

- Expert in Microsoft office programs
- Speed and accuracy in data entry
- Creative thinking
- Email marketing and Telemarketing
- Coordination and time management
- Speed and accuracy in data entry
- Document controller
- Flexibility and adaptability to changes

DEVELOPMENTAL COURSES

- Introduction to Human Resources Functions.
- Communication Methods in Workplace.
- Communication Skills at Work.
- Fundamentals of Management.
- Customer Service for Insurance.
- Health Insurance.
- Directions of Insurance Marketing.
- Principles of Customer Service.
- Directions of Insurance Marketing.

LANGUAGES

Arabic: Native language

English:

B1

Intermediate