

Saad bin Abdullah Bin Zaidan

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I seek to work in a stimulating environment where I can enhance my knowledge and skills to serve the company with the best of my efforts and secure a promising position that provides a challenge and a good opportunity for growth and progress.

EXPERIENCES:

Ambassador - Guest Services- Qiddiya Company 2021-present

- Guest Services
- Facility Services
- Support Service
- Hospitality Services
- Meeting Coordination
- Coordination with the visitor
- Work to improve the quality of hospitality
- Receiving the visitor and working throughout the project
- Providing all hospitality services to visitors and employees
- Event Services

FTTH agent- Zain Company 2020-2021

- All services regarding fiber
- Show packages to the customer
- Solve customer problems
- Ensure that the customer's internet speed is tested
- Communicating with the customer in the event of a problem related to the interruption of - the Internet and so on
- Upgrade packages to the customer
- Answer questions and serve customers
- Customer problem solving
- Follow up on customer problems raised in the system
- Receiving customer complaints
- Providing the best service to the customer

Branch Supervisor– Hala Fakher Company 2019-2020

- supervising branch employees
- Pursue customer satisfaction and get outstanding service
- Ensure that employees adhere to uniform and personal hygiene
- Attention to raising sales and achieving the required sales per month
- Follow up the attendance and departure of all employees
- Solve employee problems

- Raise requests for the branch to the warehouse
- Take care to provide excellent customer service
- Effective communication with other departments to solve any employee problem
- Communicate with the Marketing Department for marketing plans
- Attention to product development
- Submit daily sales reports
- Communicate with delivery program coordinators
- Coordination of advance reservations

Branch Supervisor–Spectra Company 2017-2019:

- Supervising the branch employees
 - Follow up customer satisfaction and get excellent service
 - Ensure that employees adhere to uniforms and personal hygiene
 - Interest in raising sales and achieving the required sales monthly
 - Follow-up attendance and leave for all employees
 - Solve employee problems

Education:

Arab Open University: Bachelor of Business Administration 2021-2024

international career institute: ADVANCED DIPLOMA of Event Management

Chamber of Commerce: Diploma of Business Administration

training courses:

Basics of Quality and Safety Standards for Entertainment Events

event management planning

Saudi Hospitality

Customer service - deal professionally

luxury services

Driving basics

Effective communication with the Client

SKILLS AND PROFICIENCIES:

Enjoy the challenge of working with people Interested in working within one team

Ability to work under pressure

Discipline at work

Monitor service to ensure the best level of service to customers