

ATHEER ALDURSUNI

Digital Marketing Specialist

+966570299292

Ath.kd92@gmail.com

Atheer Khalid Aldursuni

Riyadh, kingdom of Saudi Arabia

EDUCATION

Diploma in Media Public Relations

- King saud university
2021

bachelor of Islamic studies

- Princess Norah university
2016

SKILLS

- Administrative support
- Report writing
- opin polls
- ANALYTICAL THINKING
- effective communication
- Leadership
- Team work
- Microsoft office

LANGUAGES

- ARABIC
- ENGLISH

ABOUT ME

Customer service Representative, with the ability to develop relationships with customers and enhance their confidence in the brand by meeting their needs and answering their inquiries regarding the products and services provided by the company.

I have the skills necessary to listen and engage with customers and convince them of the solutions and alternatives provided by the company to the various problems they face, which helps gain customers confidence, increase sales volume and achieve more profits. Possessing negotiation and effective communication skills helps me identify the points through which customer satisfaction can be maintained and an atmosphere of familiarity and loyalty can be created between them and the brand.

Therefore, I seek to obtain a suitable job opportunity that gives me the opportunity to exploit my skills, abilities and acquired experience to achieve more success.

WORK EXPERIENCE

noon company | E-commerce platform

Customer service Representative 2019 -2024

- to work on building a relationship based on positivity and mutual trust between the company and customers.
- Maintain detailed and constantly updated records of customer feedback, complaints, problems and how they were handled.
- Cancel unwanted orders from customers, replace damaged products and provide compensation and gift.
- Track customer shipments know the shipping date and the expected date of arrival of the shipment to the customer.

ACTIVITIES AND EFFORTS

- Participate in the volunteer effort of the " Sam" team to serve blind and elderly patients | king khaled eye hospital | 2018
- Visit the Saudi shura council headquarters to learn about its history and the system of the work |2015