

Ayat Mousa Al-Awad

CONTACT

Eastern Province, Saudi Arabia

+96654426647

Ayatlawad1515@gmail.com

SKILLS

Microsoft Office Skills



Interpersonal Skills



Improving Customer Experience



CRM System Skills



Teamwork Skills



Problem Solving



Communication



LANGUAGES

Arabic Language

English Language

EDUCATION

International Technical Lincoln College, Qatif, Saudi Arabia

Diploma in Sales

Earned in May 2019

ELS Institution, Philadelphia, USA

Obtained level three certificate in English

2015-2016

EXPERIENCE

Gulf Customer Company (Work experience)

Customer Service Representative

April to December 2021

- Delivered Information about the company's offerings and answered questions about the company's products or services by email.
- Provided proactive customer outreach.
- Handled customer complaints and responded to customer reviews.

King Fahad Specialist Hospital (Volunteering Experience)

Public Relation Department

November 2019 to January 2020

- Had tasks that related to Public Relation Department and worked with the staff on the events and occasions that organized.

Afaq for Human Resources Consultation (Training experience)

Customer Service Department

June to July, 2019

- Communicated with customers through various channels.
- Responded to customer inquiries and handled customer complaints.

RAM Clinic Call Center (Training experience)

Customer Service Department

June to July, 2018

- Provided individuals and patients with the details of Ram Clinic's services and offerings.
- Answered questions and responded to complaints.

Certificates

- Customer Excellent Certificate 2018
- Cambridge PET Certificate 2016-2017

COURSES AND WORKSHOP

- Course Sales and marketing online. 2019
- Workshop marketing in our world. 2019