

# Sadiq A. Al Yousef

High School

Knowledgeable and dedicated customer service professional with extensive experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## Contact

### Address

Qaisomah  
Saihat, 013, 31972

### Phone


**0580755388**


### E-mail


sadiq22alyousef@gmail.com

## Skills

Self-motivated & directed  Excellent

Keen attention to details  Excellent

Flexible & adaptable in regards to learn & understand new things  Excellent

Communication skills  Excellent

## Work History

2014-04 -  
2021/07/08

### Contact Center Agent

*Holool Aloula (Mobily), Dammam, Eastern Province*

- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Facilitated inter-departmental communication to effectively provide customer support
- Educated customers about billing, payment processing and support policies and procedures
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas
- Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues
- Maintained up-to-date knowledge of product and service changes
- Assisted customers in minimum 180 second by answering questions, responding to inquiries and handling telephone requests

2011-06 -  
2012-04

### Mechanical Helper

*Saipem Taqa Al-Rushaid Co. (STAR), Al-Khobar, Eastern Province*

- Assisting the technician during performing the job
- Skilled in dealing with lifting & moving pipes using overhead crane
- Helping in overhauling equipment

**2010-04 -  
2011-01**

## **Cashier**

*Hyper Panda, Al-Khobar, Eastern Province*

- Restocked, arranged and organized merchandise in front lanes to drive product sales
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies
- Checked identification for proof-of-age and refusing alcohol and tobacco sales to underage customers
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers
- Counted cash in register drawer at beginning and end of shift
- Reviewed and resolved differences between accounting information and cash drawer
- Checked prices for customers and processed items sold by scanning barcodes
- Answered questions about store policies and concerns to support positive customer experiences

**2008-01 -  
2008-07**

## **Safety Officer**

*IREM S.P.A Saudi Arabia Ltd., Dammam, Eastern Province*

- Inspected worksites, practices and gear for compliance with established safety standards
- Reduced safety incidents by training and teaching risk management techniques, hazard identification, quality checks and documentation

2005-11 -  
2007-12

## Secretary

*Al-Mohsin Trading & Fiberglass Est., Dammam,  
Eastern Province*

- Responded to emails and other correspondence to facilitate communication and enhance business processes
- Delivered top-notch administrative support to office staff, promoting excellence in office operations
- Answered and directed calls using multi-line switchboard
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements
- Answered incoming calls, processed requests and relayed messages to appropriate personnel

## Education

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2002-12 -  
2005-01

### High School Diploma

*Al Salam High School - Saihat*

## Certifications

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2012-02

Safety Recognition And Achievement

2014-03

Delivering the Right Customer Experience

2015-09

Punctuality Certificate