

SAMI SAEED MOHAMED

PROFESSIONAL SUMMARY

To apply the knowledge that I obtained during my past experience, practically by being an integral part of a working team in an esteemed company. And continually upgrade myself to the utmost levels of quality and expertise there by enabling the organization to achieve its target and growth.

WORK HISTORY

07/2014 to Current

- Working in Alkhaleej Training & Education in a project “(AMER)-NATIONAL CITIZEN SERVICE” Electronic Government service in Riyadh, Saudi Arabia, Training certificate in the specialized foundations and basic skills of customer administration services.
- A certificate of thanks in 2015 for being the 1st in the Middle East in communication center.
- A certificate of thanks in 2017 in obtaining a degree of excellence in performance assessment.
- Technical support in National Citizen Service “AMER”.

Services provided by our center:

- Support to the ministry of interior.
- Support for the unified national government platform.
- Supporting the Ministry of Industry and Mineral Resources.
- Supporting the Communications and Information Technology Commission.
- Supporting the Electricity and Cogeneration Regulatory Authority.
- Support for measuring the performance of government public agencies.
- Support for the ministry of Investment.
- Support the General Authority for Real Estate.
- Support for the Ministry of Human Resources for the Civil Service.
- Support for the Economic Cities Authority.
- Support the Ministry of National Guard.
- Support for King Faisal Specialist Hospital " Sehaty ".

CONTACT

Address: Riyadh, Saudi Arabia

Phone: +966 53 620 8368

Email: sami.ssyd@gmail.com

SKILLS

- English & Arabic Fluent
 - Customer Relationship Management Software (CRM)
 - Staff education and training
 - Administrative support
 - Microsoft Outlook, Word and Excel
 - Technical support
 - Visual Basic
 - Effective problem solver
 - Customer service
 - Performance management
 - MS Office expert
 - Training and development
 - Adherence to high customer service standards
 - Team leadership
 - Exceptional telephone etiquette
 - Skilled trainer
 - Strong interpersonal skills
-

Customer Service Administrator, 07/2014 to Current:

- Experience in Customer relationship management CRM.
- Supervise and develop administrative staff by providing information, educational opportunities and experiential growth opportunities.
- Experience in handling and maintaining daily reports, attendance and holiday schedules.
- Ensure and maintain customer satisfaction with forward-thinking strategies focused on addressing needs and resolving concerns.
- Maintain effective communications, internally and externally.
- Develop and update administrative systems to make them more efficient
- Yields great quality and truthful documentation.
- Introduced new compliance and analysis initiatives to manage regulatory risks.
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
- Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
- Contribute to team effort by accomplishing related results as needed
- Handle sensitive information in a confidential manner
- Coordinate office procedures
- Resolve administrative problems

Trainer, 08/2015 to 02/2017

"AMER" same project:

- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
 - Monitored employee progress, offering feedback to management on additional training requirements.
 - Scripted, recorded and uploaded instructional videos.
 - Delivered instruction on broad range of topics, integrating audio-visual presentations and training materials.
-

EDUCATION

Four year senior secondary level courses,
Eritrean International School - Riyadh

Information Security Management System Certificate
(ISO 27001)

ADDITIONAL INFORMATION

- OTHER INFORMATION , Valid Saudi residence permit
Iqama Valid driving license Valid passport
-