

FIDAA AL_DOSSARY

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📍 Dammam - Alnawras 🇸🇦 Saudi

More than 5 years of experience in marketing, collection, customer account management, customer service and office work



Fidaa Al_Dossary

PERSONAL SKILLS

- Communication
- Time Management
- Problem solving
- Research and learning
- Persuasion
- Working on Microsoft Office

WORK EXPERIENCE

Marketer

Smart Link, Saudia Arabia , Sayhat
Sep 2014 - Apr 2015

Receiving calls from MOBILE Telecommunications company customers and displaying the company's additional packages and offers (ANB) and working to explain them in a convincing way to the customer according to his needs and work to activate them

Customer account officer

Abdullatif Jameel Fainance, Saudi Arabia, Dammam
Nov 2015 - Sep 2021

Building relationships with customers to ensure that the company's right is collected from car premiums or devices through which I was able to achieve the monthly target required of me by the senior management. Work to help customers solve and overcome insurance problems in accordance with the company's policy I was selected with a category of employees to communicate with regular customers to work on the project (franchise customers) and make offers to them to benefit from it in recognition of the company for them Enter and check customer data to transfer it from files to the company's website in preparation for giving up the customer's paper files
Work on the website of the Ministry of Implementation and follow up the requests made to the troubled customers to recover the right of the company

Administrative

Awtad Almabani, Saudi Arabia, khobar
Dec 2021 - Jan 2022

Attracting real estate to market exclusively and communicate with its owners
Respond to contacts with potential customers and coordinate with them to inspect the desired property
E-marketing through the company's social media sites
Contact the competent authorities (banks and financing destinations) to provide mortgage offers to customers entering and update the above in Excel files periodically

EDUCATION

History

Dammam University, Saudi Arabia, Dammam
Aug 2008 - Jun 2011

Your field of study

Name of university or school

COURSES

English general language (level 3+4)

Oct 2018

King Fahd University of Petroleum and Minerals

international certificate in IT skills foundation

Mar 2019

Mar 2013
Alhussan Training Institute

Qualification of a debt collection specialist

Dec 2015

Abdullatif Jameel Institute for financial services

anti-money laundering/combating the financing of terrorism

Secretariat

Customer Account Management

Credit Adviser Professional

The Finance Academy

key negotiation skills

Doroob

Accounting for non- accountants

monshaat