



# MOHAMMED SALEH MOHAMMED

CUSTOMER SERVICE MANAGER

## CONTACT

- +966 50 025 8251
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- AlRiyadh, Saudi Arabia

## PERSONAL INFOR.

DOB : 06 - 02 - 1978

Nationality : Egyptian

Marital Status : Married

Visa Status : Transferable

Driving Licence : Valid

## SKILLS

- Customer Service
- Excellent time management skills
- Staff training & development
- Complaint handling
- Office Auto mation Expert

## LANGUAGE

Arabic 100%

English 70%

## SUMMARY

Customer Services professional with solid background in managing customer interactions, resolving complaints, and improving service processes. Adept at fostering positive client relationships, leading teams, and implementing effective training programmes. Committed to maintaining high customer satisfaction and streamlining service operations.



## EXPERIENCES :

**AL HOKAIR GROUP**  
RIYADH PLASTIC FACTORIES

CUSTOMER SERVICE MANAGER

2021 - CURRENT

- Addressed client concerns with timely responses.
- Demonstrated communication skills with clients and staff members.
- Demonstrated strong verbal and written communication abilities.
- Managed communication between Sales, Production, and Warehouses teams to ensure efficient client order processing.
- Updated and organized digital files related to sales.
- Fosters strong client relationships and ensures satisfaction.
- Organizes file systems and sales records databases.
- Demonstrated exceptional sales and customer service abilities.
- Reached sales targets and fostered beneficial customer relationships.

**COSMOPLAST ALRIYADH CO.** SENIOR SALES COORDINATOR

2013 - 2020

- Addressed client concerns with timely responses.
- Demonstrated communication skills with clients and staff members.
- Demonstrated strong verbal and written communication abilities.
- Established pricing and delivery terms based on current market trends and costs.
- Managed key accounts, fostering relationships to secure repeat business and loyalty.

**MICROSOFT CERTIFIED PARTNER** INSTRUCTOR

2008 - 2012

- Instructor ICDL V5, MOS (Expert Office 2007,2010), A+, Windows 7, MCITP ( Windows Server 2008 )

## SENIOR ACCOUNTANT

2004 - 2008

## ALSALEMVERD AGRICULTURE INVESTMENT

- Dealing with Suppliers for preparing containers of Vegetables & fruits.
- Exportation process to European countries

## SENIOR ACCOUNTANT

2001 - 2004

## HELP DESK INTERNATIONAL EGYPTIAN TRADING CO.

- Exportation process to European countries
- Maintenance PC ( S.W - H.W )



## CERTIFICATIONS :

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- ICDL “ International Computer Driving License ”
- Microsoft Windows
- MCAS “ Microsoft Certified Application Specialist ”



## EDUCATION :

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- **FACULTY OF COMMERCE / BUSINESS ADMINISTRATION 2001**  
FROM ALAZHAR UNIVERSITY, CAIRO
- **INTERMEDIATE 1997**  
FROM ALAZHAR HIGH SCHOOL CAIRO



## REFERENCES :

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REFERNCE AVAILABLE UPON YOUR REQUEST