

Khalid Saadoun Al-Anzi

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CAREER OBJECTIVE:

Customer Service and Administrative Specialist with over one year of hands-on experience in client relations, sales, and government transactions. Skilled in managing more than 500 clients monthly, achieving financial targets of up to SAR 80K per month, and supervising a team of 3 employees to ensure seamless branch operations. Proficient in handling government platforms and digital systems with strong problem-solving and organizational abilities. Seeking a role that combines customer service, administration, and supervisory responsibilities to contribute to organizational growth and enhance client satisfaction.

WORK EXPERIENCES:

- **Basmat Miftah Car Rental** Oct 2024 – Present
Customer Service & Branch Administration
 - Handle 20–30 customers daily, delivering end-to-end service from initial inquiry to closing.
 - Monitor customer satisfaction levels via Google reviews and ensure continuous improvement.
 - Supervise a team of 3 employees, ensuring operational efficiency and service quality.
 - Process around 50 government transactions annually through platforms (Absher, Najiz, Tamm, Mudad, Ministry of Transport).
 - Achieve monthly contract targets worth SAR 80,000, meeting business financial goals.
- **Private Business (Car Showrooms & Haraj)** Jan 2020 – Present
Car Sales
 - Sell approximately 3 cars monthly and manage 1–2 vehicle purchases depending.
 - Negotiate with customers and close deals effectively to boost revenue.
- **Tabuk Education Department** Jun 2024 – Jul 2024
Data Entry & Correspondence
 - Entered official data accurately into approved systems.
 - Prepared and responded to official correspondence and administrative requests.
- **Digital Cards Website** Jan 2020 – 2022
E-Commerce Manager
 - Managed online sales operations and ensured high-quality customer support.
 - Enhanced purchasing experience and monitored daily order fulfillment.
- **SEO & Content Management** 2020 – 2023
Freelance
 - Improved website visibility and engagement using SEO strategies.
 - Conducted keyword analysis and optimized content for better ranking.
- **Smartphone Telecommunication** Feb 2019 – Aug 2019
Sales Associate
 - Promoted and sold mobile devices and telecom services.
 - Achieved monthly sales targets and expanded customer base.

EDUCATION:

Bachelor's Degree in Business Administration – Marketing University of Tabuk | 2019 – 2024

SKILLS:

Customer Service & Problem-Solving - Team Supervision & Administrative Coordination
Sales Management & Target Achievement - Government Transactions & Compliance
Data Entry & Correspondence Management - Negotiation & Communication Skills
Proficient in: Absher, Najiz, Tamm, Mudad, Ministry of Transport, Excel, Word, Logistics Platforms

LANGUAGES:

- Arabic
- English