

# Zaidan Ayman Mohammed Al-Mustafa



[zaedan0sh@gmail.com](mailto:zaedan0sh@gmail.com)



[+966565022872](tel:+966565022872)



Saudi Arabia



[Zaidan Al-Mustafa](#)

## PROFESSIONAL SUMMARY

---

Customer Experience & Administrative Support professional with hands-on experience across Hajj operations, retail sales, and accounting support. Proven ability to manage high-volume client interactions, streamline service processes, and support operational efficiency. Strong background in communication, coordination, and problem resolution within fast-paced environments.

## EDUCATION

---

### Bachelor of Business Administration

Taibah University – 1447H

## EXPERIENCES

---

### Customer Experience Representative – Rakeen Company | Hajj Season 1446H

- Managed and resolved 100+ daily client inquiries during peak Hajj operations.
- Reduced response time by approximately 30% through efficient issue triaging and coordination with operations teams.
- Contributed to improving pilgrim satisfaction through structured complaint handling.
- Supported crowd-flow coordination to ensure smooth service delivery.

### Client Support Representative – Mashariq Company | Hajj Season 1445H

- Assisted large groups of pilgrims with accommodation and logistics coordination.
- Processed service requests within strict operational deadlines.
- Improved workflow efficiency by organizing daily task tracking sheets.
- Maintained accurate service documentation and compliance standards.

### Bus Operations Coordinator – Al-Adala Private Company | 2018–2023 (Hajj Seasons)

- Coordinated transportation logistics for 40+ passengers per trip.
- Ensured schedule adherence and minimized delays through proactive monitoring.
- Maintained zero major safety incidents across multiple seasons.
- Delivered real-time updates between drivers and supervisors.

### Retail Sales Associate – Al-Shiaka Company | 2017–2023 (Seasonal)

- Exceeded seasonal sales targets by up to 15%.
- Assisted 50+ customers daily, increasing upselling opportunities.
- Supported inventory organization and reduced stock discrepancies.
- Maintained high visual merchandising standards.

### Accounting Intern – Al-Madina Health Complex | 6/7/1446 – 10/10/1446

- Processed financial data entries with high accuracy.
- Supported preparation of financial reports and reconciliations.
- Improved document retrieval efficiency through organized record management.
- Maintained compliance with accounting procedures.