

Saif Mohammed Alsayali

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Customer Service | Human Resources | Retail Operations

Results-driven professional with over 8 years of diversified experience across customer service, human resources, retail sales, and hospitality operations. Adept at building strong client relationships, improving operational efficiency, and delivering exceptional service in fast-paced environments. Proven ability to enhance customer satisfaction, optimize workflow processes, and achieve performance targets. Skilled in staff training, conflict resolution, and cross-functional team coordination. Committed to driving business growth through effective people management, service excellence, and process improvement.

CORE COMPETENCIES

- Customer Experience Optimization
- Human Resources Support Functions
- Conflict Resolution and Mediation
- Sales and Revenue Enhancement
- Inventory and Stock Management
- Operational Process Improvement
- Hospitality and Guest Relations
- Team Leadership and Development
- Quality Control and Compliance

PROFESSIONAL EXPERIENCE

Pharmacist Assistant

Al Nahdi Pharmacies Company | 6 Years

- Assisted pharmacists in dispensing medications with 100% accuracy, improving patient service times by 20%.
- Maintained precise inventory records, reducing medication stock discrepancies by 15%.
- Supported customer inquiries with professionalism, increasing satisfaction ratings by 18%.
- Implemented safety and hygiene protocols, ensuring full compliance with health regulations.

Receptionist

Dar Al-Huda Hotel Company | 3 Months

- Managed guest check-in and check-out processes, reducing wait times by 25%.
- Handled guest concerns and requests, maintaining a 95% positive feedback rate.
- Coordinated with housekeeping and maintenance to ensure seamless guest experiences.
- Processed reservations and payments with zero errors, enhancing operational efficiency.

Lead Barista

Dr. Café Coffee – Saudi Arabia | 7 Months

- Supervised daily café operations, achieving a 10% increase in sales through upselling strategies.
- Trained and mentored new baristas, reducing onboarding time by 30%.
- Ensured product quality consistency, boosting repeat customer visits by 15%.
- Managed inventory and supply orders, cutting waste costs by 12%.

Customer Service

Lulu Hypermarket Company – Saudi Arabia | 5 Months

- Delivered prompt and courteous assistance, maintaining a 98% customer satisfaction rate.
- Resolved customer complaints efficiently, reducing escalation cases by 20%.
- Supported merchandising and store layout improvements, increasing sales by 8%.
- Processed high-volume transactions accurately during peak hours.

Barista

Plaza Premium Root98 Company | 8 Months

- Delivered prompt and courteous assistance, maintaining a 98% customer satisfaction rate.
- Resolved customer complaints efficiently, reducing escalation cases by 20%.
- Supported merchandising and store layout improvements, increasing sales by 8%.
- Processed high-volume transactions accurately during peak hours.

Station Sales Representative

Sawani Company – Saudi Arabia | 1 Year

- Met and exceeded monthly sales targets by up to 15%.
- Built long-term client relationships, resulting in repeat purchases and referrals.
- Monitored stock levels and coordinated timely replenishments.
- Assisted in visual merchandising, enhancing store presentation and customer traffic.

Senior Crew

Sawani Company – Saudi Arabia | 6 months

- Oversaw daily crew operations, ensuring smooth workflow and teamwork.
- Trained new staff on service protocols, improving efficiency by 20%.
- Ensured compliance with safety and hygiene standards.
- Contributed to achieving the highest monthly sales for the quarter.

EDUCATION

Diploma in Human Resources Management

Umm Al-Qura Institutes – Saudi Arabia

GPA: 4.85/5 | 2023

CERTIFICATIONS & COURSES

Introduction to Human Resources Functions

Doroob (4 Hours)

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Point-of-Sale (POS) Systems
- Inventory Management Software
- CRM Tools & Database Management
- Scheduling and Shift Management Tools
- Email Communication Platforms (Outlook, Gmail)
- Basic HR Information Systems (HRIS)

SOFT SKILLS

- Exceptional Communication and Interpersonal Skills
- Time Management and Prioritization
- Strong Problem-Solving Abilities
- Adaptability in Fast-Paced Environments
- Collaborative Teamwork and Support
- Customer-Centric Mindset
- Leadership and Staff Mentoring
- Conflict Resolution and Negotiation
- Attention to Detail and Accuracy

LANGUAGES

Arabic: Native

English: Advanced