

Thamer A. Bait Almal
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EXECUTIVE SUMMARY

Ambitious Marketing graduate, with over three years of experience in client management, sales consulting, and customer relationship management. Proven ability to manage stakeholder communications, and contribute to strategic marketing initiatives. Strong team player with a commitment to learning, problem-solving, and driving measurable outcomes. Holds a Bachelor's degree in Marketing from Arab Open University.

PROFESSIONAL EXPERIENCE

Account Manager

EHYA Corporation for Real Estate Development – Dammam, Kingdom of Saudi Arabia

Oct 2020 – Oct 2021

- Managed client accounts and served as a key contact between beneficiaries and internal teams for a digital platform connecting buyers and suppliers, “Aqarz” Application.
- Coordinated and prioritized client requests to ensure timely and effective service delivery of the Real Estate Development Fund.
- Conducted detailed data analysis to support strategic decision making and enhance customer satisfaction.
- Provided consultative support and solutions tailored to client needs.

PRE-GRADUATION WORK EXPERIENCE

Marketing and Sales Consultant

Aqary Real Estate – Riyadh, Kingdom of Saudi Arabia.

July 2017 – July 2019

- Created and used marketing plans to attract and connect with new customers.
- Identified customer needs through effective communication and consultations, resulting in personalized recommendations and increased sales.
- Managed customer inquiries and resolved complaints to maintain high levels of customer satisfaction.
- Supported government marketing initiatives; Saudi Arabian Ministry of Housing to market Aqary's real estate properties.
- Conducted field research and site evaluations to provide valuable insights for promotional campaigns and client presentations.

Customer Services Representative (Internship)

Samba Financial Group – Riyadh, Kingdom of Saudi Arabia.

June 2012 – August 2012

- Delivered high quality customer service and operational support for Samba clients.
- Assisted clients with account management, inquiries, and documentation processes.
- Enhanced client experience through proactive communication and problem resolution.
- Supported administrative tasks including account setup and transaction processing, ensuring compliance with regulatory standards.

EDUCATION

Arab Open University – Riyadh, Saudi Arabia.
Bachelor's degree in Marketing - GPA: 2.40 /4.0.
2015– 2019

Coursework Load:

- Introduction to Retail Management and Marketing
- Exploring Innovation and Entrepreneurship
- Marketing and Society
- Digital Marketing
- Service Marketing
- Strategic Management

SKILLS

- Building strong client relationships
- Researching and understanding markets
- Finding and generating sales leads
- Communicating clearly and strategically
- Providing excellent customer service
- Making decisions based on data
- Managing digital platforms
- Working well with different teams

LANGUAGES

- Arabic
- English