

Maryam Mahdi

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SUMMARY

Customer-focused and detail-oriented Customer Service Specialist with over 3 years of proven experience in delivering high-quality support across diverse sectors. Adept at managing high-volume interactions, resolving complex issues with empathy, and maintaining customer satisfaction in fast-paced environments. Strong background in CRM systems, KPI tracking, and service process optimization. Known for professionalism, problem-solving ability, and commitment to continuous improvement. Eager to contribute to a dynamic team and support business success through exceptional customer service and communication skills.

EXPERIENCE

Silah Gulf

Customer Service Specialist | March 2024 – April 2025

- Provided professional support to clients across different sectors, ensuring accurate information and prompt service delivery.
- Resolved complex customer issues with empathy and attention to detail, resulting in increased satisfaction and retention.
- Monitored daily KPIs to achieve performance targets in accordance with company standards.
- Participated in training sessions and suggested improvements that enhanced service quality and team productivity.
- Maintained a positive tone while managing high-volume calls in a fast-paced environment.
- Conducted follow-ups to ensure complete issue resolution and customer satisfaction.
- Handled sensitive customer data in compliance with data protection and privacy policies.

Landmark Group

Customer Service Representative | January 2022 – December 2023

- Handled customer inquiries, complaints, and product/service questions through multiple channels.
- Ensured excellent service delivery, boosting customer loyalty and maintaining a strong brand image.
- Collaborated with internal departments to resolve issues quickly and effectively.
- Documented customer interactions using CRM systems for continuous improvement.
- Supported online order processing and ensured timely delivery.

EDUCATION

Imam Abdulrahman bin Faisal University | Saudi Arabia

B.A. in Business Administration | May 2020.

Relevant coursework included: Principles of Management, Marketing, Accounting, Financial Analysis, Human Resources, Business Communication, and Organizational Behavior.

OTHER

● Courses and Certificates:

- Excel & PowerPoint Fundamentals | Hayy Al-Mutaalim Center | Completed a 12-month training program covering essential skills in Microsoft Excel and PowerPoint – December 2018
- English Language Course | Hayy Al-Mutaalim Center | Completed a 6-month English language training program focused on grammar, conversation, and writing skills – 2019

● Volunteering:

- Volunteer | Princess Mashael Center – Blue Spectrum | Assisted in organizing awareness events and field services to support individuals with psychological disorders and promote mental health awareness – 2023
- Volunteer | Scitech Center (SCITECH) | Helped organize and manage educational campaigns for school students, focusing on science and technology awareness through interactive activities and exhibitions – 2022
- Volunteer | Asharqia Chamber | Supported the coordination and logistics of public events held by the chamber, ensuring smooth flow of activities and visitor engagement – 2020
- Volunteer | Saudi Electricity Company | Assisted in organizing an environmental awareness event to promote sustainability and environmental responsibility among employees and visitors – 2020

● Technical Skills:

- Microsoft Office (Excel, PowerPoint, Word)
- CRM Systems (Customer Relationship Management Tools)
- Data Entry and Documentation
- KPI Monitoring and Performance Reporting
- Order Processing Systems
- Event Planning and Coordination
- Customer Support Tools (Phone, Email, In-person)

● Soft Skills:

- Effective Communication
- Empathy and Customer-Centric Service
- Problem Solving
- Team Collaboration
- Time Management
- Multitasking Under Pressure
- Adaptability in Fast-Paced Environments

● Languages: Arabic, English.