

Nawaf Hamad Hussain Al Doullah

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Professional Summary

Customer Service and Sales Specialist with several years of experience across telecommunications, optical retail, and logistics services. Proven ability to handle customer inquiries, resolve complex complaints, and support end-to-end service operations. Recognized for delivering exceptional customer experiences, ensuring quality control, and collaborating effectively with internal teams. Strong communication skills, time management, and adaptability in fast-paced environments.

Core Competencies

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| • Expertise in Call Center and Customer Service Operations | • Time Management and Multitasking |
| • Sales and Product Promotion | • Administrative and Clerical Support |
| • Customer Relationship Management | • Digital Marketing & Social Media Management |
| • Conflict Resolution and Escalation Handling | • Team Collaboration and Cross-functional Coordination |
| • Quality Assurance and Performance Monitoring | • Proficient in Computer Use (ICDL Certified) |

Experience

Sales Associate - Optical Retail Company – Al Khobar, Saudi Arabia - May 2020 – Present

- Delivered personalized customer service and promoted product sales in a high-traffic retail environment.
- Met and exceeded monthly sales targets through persuasive sales techniques.
- Handled customer inquiries and complaints effectively to ensure satisfaction and loyalty.
- Maintained inventory records and coordinated with suppliers to ensure stock availability.

Senior Customer Service Representative - Mobily (Etihad Etisalat) – Dammam, Saudi Arabia - October 2007 – January 2019

- Held various roles across customer support, back office, quality control, and social media teams.
- Conducted customer satisfaction surveys and call quality evaluations for inbound and outbound services.
- Handled escalated cases via digital platforms and ensured timely resolution.
- Collaborated with marketing teams to develop customer engagement campaigns on social media.
- Contributed to enhancing customer experience and identifying areas for service improvement.

Insurance & Compensation Assistant - King Abdulaziz Port – Dammam, Saudi Arabia - October 2001 – 2007

- Processed insurance and compensation claims in compliance with applicable regulations.
- Coordinated with internal departments and external entities to collect and verify required documents.
- Ensured timely completion of transactions and accurate data entry into records.

Education

- **High School Diploma** - Kingdom of Saudi Arabia

Courses & Certifications

- International Computer Driving License (ICDL)
- Intensive 5-Month English Language Course – Accept Institute, USA
- Various Training Programs in Customer Service and Sales

Technical Skills

- Microsoft Office Suite
- CRM Systems and Call Center Software
- Ticketing and Helpdesk Tools
- Social Media Customer Engagement Platforms
- Windows Operating Systems

Languages

- **Arabic:** Native
- **English:** Very Good (Spoken & Written)