

Mohammed Abdullah Alzidan

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Professional Summary

Experienced Sales and Customer Service Specialist with a strong background in banking, telecom, and auto leasing industries. Skilled in direct sales, client retention, financial consultation, and process optimization. Motivated to grow professionally and contribute to organizational success through efficient communication and goal-oriented strategies.

Work Experience

Crew Member - McDonald's

2012 - 2013

- Provided high-quality customer service in a fast-paced environment.
- Assisted in food preparation, cashier operations, and maintaining cleanliness standards.

Government Relations Coordinator - Family Business

2015 - 2016

- Managed government paperwork and official documentation.
- Acted as liaison between company and public offices.

Customer Service - VIP Clients - STC

2016 - 2017

- Handled VIP client inquiries and provided premium-level service.
- Resolved complex issues and built strong client relationships.

Direct Rental Dept. - Al Wefaq Rent a Car

2017 - 2018

- Oversaw direct rental operations and customer support.
- Ensured satisfaction through efficient service delivery.

Sales Officer - Alinma Bank

2018 - 2022

- Handled direct sales for personal financing, real estate financing, credit cards, and insurance.
- Delivered strong sales performance and client service over two employment periods.

Sales Representative - Al Rajhi Bank

2022

- Provided financial services and product consultation during a short-term project.
- Enhanced communication and sales negotiation skills.

Sales & Operations Specialist - Bayut

2024

- Handled sales development and expanded responsibilities in operations.

- Gained significant skills in client management and process coordination.

Operation Administrator - Sotheby's International Realty

2025 - July

- Managing operations and internal processes with a focus on professionalism and efficiency.
- Collaborating with teams to streamline real estate workflows and support organizational goals.

Skills

- Client Relations & Account Management
- Real Estate Sales & Marketing
- Banking Products: Personal Loans, Mortgage, Credit Cards
- Customer Service Excellence
- Fluent English & Arabic Communication
- Government Paperwork Handling
- CRM Tools and Microsoft Office

Education

Diploma in Computer Applications - Imam Muhammad Ibn Saud University, 2022

English Language Program - USA (2.5 years of study)