

IBRAHIM ALSUHAIM

DETAILS

ADDRESS

Dammam
Saudi Arabia

PHONE

0536518603

EMAIL

i.alsuhaim84@gmail.com

SKILLS

Microsoft office

Communication Skills

Complex problem solver

LANGUAGES

English

Arabic (Native)

PROFILE

Experienced IT and customer service professional with 16+ years in technical support, client relations, and call center supervision. Strong leadership skills and a proven record of enhancing service quality and team performance.

EMPLOYMENT HISTORY

Customer relations Representative,
Almouwasat Medical Services

Al Khobar

Jan 2021 — May 2023

- Assist patients with problems associated with hospital registration and admission.
- Respond to patient inquiries regarding physicians and services.
- Schedule meeting with patients members and ensure that the corresponding physician or hospital staff's availability

Administrative Assistant, Saudi Mechanical
Industries Company

Jan 2016 — Jan 2019

- Support the development of staff.
- Plan meetings
- Promote workplace safety

Call Center Supervisor, Algosaibi Food
Company

Jan 2014 — Jan 2015

- Prepare reports.
- Develop answer staff question.

Call Center , Risk Management, Etihad
Etisalat (Mobily)

Jan 2008 — Jan 2010

- Informs clients by explaining procedures ,answering questions
- Drafts and presents risk reports and proposals to executive leadership and senior staff

- Reviews and assesses risk management policies and protocols; makes recommendations and implements modifications and improvements.

Secretary, Alrushaid Construction Co.Ltd

Jan 2007 — Jan 2008

- Perform administrative tasks
 - Write emails, memos and letters
 - Document financial information
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EDUCATION

Diploma in computer networking -2 years,
Alkhaleej Training and education

May 2005 — Jan 2007

COURSES

First Aid & CPR, Standard

Oct 2018

Analysis Data and Auditing, The Saudi
Institute of Internal Auditors testifies that

Feb 2024