

MOAMEN SHAABAN

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Professional Summary

Customer-focused professional with over 10 years of experience in customer service, sales, and business development across hospitality, real estate, and technology sectors in Saudi Arabia and Egypt. Strong track record in handling customer inquiries, resolving complaints with empathy, and ensuring client satisfaction. Skilled in managing customer records, cross-functional coordination, and using digital tools to enhance the customer experience.

Key Skills

- Customer Service & Guest Relations
- Complaint Resolution with Empathy
- Strong Communication & Interpersonal Skills
- CRM & Microsoft Office (Word, Excel, PowerPoint)
- Problem Solving & Multitasking
- Data Entry & Record Keeping
- Digital Marketing & Social Media
- Team Collaboration & Coordination

Professional Experience

Omran Tech Group

Sales & Business Development Manager | Jul 2024 – Present | Khobar - Saudi Arabia

- Led customer-facing communications to identify client needs and offer tailored solutions.
- Coordinated with technical teams to resolve client issues quickly and professionally.

Prefab Housing Company LTD

Assistant Sales Manager | Feb 2021 – Apr 2024 | Jeddah - Saudi Arabia

- Supported over 100 client accounts with tailored service and follow-up.
- Resolved complaints with a customer-first approach, improving client retention by 20%.
- Managed social platforms to ensure smooth communication and client engagement.
- Closed SAR 3M+ in deals through relationship-driven strategies.
- Kept detailed logs of customer interactions and project follow-ups.

WAMADAT Digital Company

Sales Representative | Dec 2019 – Feb 2021 | Jeddah - Saudi Arabia

- Acted as a key contact point for customer inquiries, providing updates on order and product issues.
- Maintained CRM entries for customer communications, complaints, and resolutions.

Fancy Motors

Sales Specialist | 2015 – 2018 | Dubai - UAE

- Guided customers through the vehicle purchasing process with top-tier service.
- Handled post-sale support and issue resolution with follow-up to ensure satisfaction.

Orange Egypt

Sales Representative | 2013 – 2016 | Egypt

- Delivered fast, accurate assistance to customers in-store and over the phone.
- Explained product features and solved service issues while maintaining high satisfaction.

Ecotel Bay View Resort

Guest Relations Officer | 2009 – 2013 | Sharm El Sheikh, Egypt

- Welcomed and assisted VIP and regular guests, ensuring a seamless check-in/check-out process.
- Handled guest inquiries, complaints, and service requests with professionalism and care.
- Coordinated with housekeeping, maintenance, and other departments to fulfill guest needs.
- Logged all guest interactions and followed up on unresolved issues to guarantee satisfaction.

- Delivered concierge-level service, leading to high guest satisfaction scores and repeat bookings.

Education

Bachelor of Law – Zagazig University, Egypt | 2011

Technical Skills

- Microsoft Office Suite
- CRM Systems
- Google Advanced Search
- Communication & Design Tools

Languages

- Arabic: Native
- English: Professional Proficiency

Personal Details

- Nationality: Egyptian
- Marital Status: Married
- Date of Birth: 29/08/1987