

Fahad Abed Alharbi

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 Saudi Arabia

OBJECTIVE

I am seeking a professional opportunity in the field of marketing or customer service where I can apply my diverse skills and practical experience in a professional environment that supports growth and development. I believe in the importance of teamwork and innovation in providing solutions. I possess a high ability to deal with different personalities and resolve crises. I aim to contribute to achieving the organization's goals by enhancing customer experience and strengthening corporate identity. I am looking for an environment that values ambition, commitment, and continuous improvement.

EDUCATION

Umm Al-Qura University – College of Sharia

Bachelor's Degree in History

Graduation Year: 2019

Grade: Good

EXPERIENCES

Noura Al-Hawas Contracting Company

Hotel Receptionist

- Receive customers and direct them to their designated rooms.
- Handle complaints and receive suggestions for improving service.
- Enter reservation data and customer details using a computer.

Customer Service | Nov 2014 – Aug 2019

- Handling complaints and receiving suggestions for service improvement.
- Entering reservation data and customer details using a computer.
- Providing high-quality customer service to ensure guest satisfaction.

Alshaya International Trading Co.

Marketing Specialist | Oct 2020 – Jul 2025

- Provided comprehensive and exceptional customer service in the showroom.
- Supervised the daily interior design and organization of the store.
- Monitored daily sales and compared them to annual sales targets.
- Oversaw daily financial entries and submitted reports to the manager.

SKILLS

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| ○ Proficient in Microsoft Office. | ○ Customer service and effective communication. |
| ○ Customer and reservation database management. | ○ Creative thinking and innovative problem-solving. |
| ○ Supervision of marketing and financial operations. | ○ Confident public speaking and persuasive communication. |
| ○ Understanding of showroom interior design principles. | ○ Flexibility under pressure. |
| ○ Preparing performance reports and sales comparisons. | ○ Crisis management and complaint handling. |

COURSES

- English Language Course
- Computer Course
- Customer Service Course
- Cybersecurity Course

LANGUAGES

- Arabic
- English