

YAZEED WALEED

CONTACT

966537285545

yazeedabaalkhayl@gmail.com

Riyadh, Saudi Arabia

SKILLS

Ability to build social relationships

Teamwork

Time Management

Effective Communication

Critical Thinking

Exceptional customer service

Excellent communicator

LANGUAGES

- Arabic (native)
- English (Fluent)



About me

My goal is to join a work environment that enables me to develop my practical and practical skills, gain new experiences, and be an effective and productive member to achieve success and development for my country, serve it, and contribute to the development of the workplace in which I will work, God willing.



WORK EXPERIENCE

Saudi Ground Services

Customer Service Agent

Aug 2024 - Aug 2025

- Enhanced customer satisfaction by providing information regarding flight schedules and fares.
- Delivered excellent customer service to ensure repeat business from passengers.
- Assisted passengers at boarding gates, enabling prompt service and on-time flight departures.
- Reviewed passports and travel documentation, issuing boarding passes upon completion

CCCbystc

Customer Experience Representative

OCT 2022 - OCT 2023

- Processed high-value payments with meticulous accuracy.
- Applied conflict management to stressed and concerned customers
- Consistently achieved service rating targets
- managing customer inquiries with personalized care and attention
- Assisted customers with product complaints, logging issues for investigation, and providing replacement items

Al-Waleed Rehabilitation Center

Assistant secretary

Sep 2017 - Dec 2020

- Stayed current on processes and procedures to offer relevant assistance
- Developed plans and strategies to promote continuous improvement
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity
- Used Microsoft Word and other software tools to create documents and clear communications
- Applied critical thinking to analyze problems, evaluate solutions, and select the best decisions.



EDUCATION

High School Diploma, scientific track

Al Olayan Complex High School

2016-2020