

Sultan Buraykit

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SUMMARY

Service-oriented professional with a background in English Translation and Business Administration. Experienced in high-volume retail and hospitality, currently delivering top-tier technical support and customer service at stc. Expert in managing complex client inquiries with a focus on efficiency and positive user experience.

EDUCATION

Diploma in Business Administration <i>University of Prince Mugrin</i>	2024 – 2026
Bachelor's degree in English Translation <i>Taibah University</i>	2017 – 2023

PROFESSIONAL EXPERIENCE

customer service representative <i>STC</i>	2025 – Present Medinah
- Managed digital customer interactions within a virtualized cloud environment (VMware), ensuring seamless service delivery and high system reliability. - Provided real-time technical support and account management via digital channels, maintaining excellence in professional written communication and response times. - Diagnosed and resolved complex connectivity and network-related issues by leveraging internal diagnostic tools to minimize customer downtime and resolution time. - Guided users through digital self-service platforms like the mySTC app, increasing user adoption of automated features and reducing call/chat volume. - Consistently exceeded performance metrics (KPIs) regarding Average Handling Time (AHT) and First Call Resolution (FCR) in a fast-paced corporate setting. - Ensured strict adherence to data privacy and security protocols while managing sensitive account upgrades and processing secure service changes.	
Hotel Receptionist <i>Cloud 7 Residence</i>	2024 – 2025 AlUla
- Greeted guests professionally and ensured a smooth check-in and check-out experience. - Managed reservations, bookings, and cancellations using hotel management systems. - Responded to guest inquiries and provided information about hotel services and local attractions. - Handled phone calls, emails, and front desk communications efficiently. - Resolved guest complaints promptly to maintain high levels of customer satisfaction. - Coordinated with housekeeping and other departments to ensure room readiness.	
Retail Sales officer <i>Mobily</i>	2023 – 2024 Medinah
- Achieved sales targets by promoting and selling mobile SIM cards and telecom services. - Activated SIM cards and handled related transactions accurately and efficiently. - Provided excellent customer service to ensure customer satisfaction and retention. - Responded to customer inquiries and resolved complaints in a timely manner.	

SKILLS

Excellent and fast writing	Multitasking
Proficient in Microsoft Office	Data Entry
Negotiation	Problem Solving

COURSES

Professional HR Specialist <i>King Fahad Public Library</i>	08/2025 – 09/2025
HR Specialist <i>King Fahad Public Library</i>	06/2025 – 07/2025
Microsoft Office <i>Udemy</i>	07/2025 – 08/2025