

# WALEED DAKHILLAH ALAHMADI

## CONTACTS

0565610184  
waleedalahmadi1996@gmail.com  
Jeddah  
saudi Arabia

## EDUCATION

Bachelor in Media, Public Relations  
Um al- Qura University, Saudi Arabia  
English Diploma: San Diego, USA

## LANGUAGES

Arabic  
English

## SKILLS

- Quality Assurance
- Customer Service
- Complain Management
- Customer Relationship
- Knowledge Management
- Time Management

## CAREER OBJECTIVE

Ambitious, resilient & delivery-focused Quality Professional with a proven track record of success in customers service and quality assurance within the telecommunication and hospitality industries. Takes ownership for customers complains management and quality control to deliver outstanding customer service, & ensure customers satisfaction

## EXPERIENCE

### Mobily

#### Quality & compliance management Jan 2022 - present

Quality & Compliance Management:

- Collaborated with senior management to break down key objectives into actionable sub-goals, aligning efforts to achieve the company's overall strategic goals.
- Partnered with senior leadership in developing operational plans, offering guidance and strategic advice to department heads.
- Contributed to the formulation and documentation of procedures across all departments, ensuring all quality system procedures, records, forms, and instructions were reviewed, audited, and approved in coordination with the Director of Planning and Quality Assurance.
- Monitored and enforced adherence to quality standards, ensuring compliance with all requirements and their practical application.
- Supervised management personnel in the implementation of quality processes and approved procedures.
- Provided training and coaching to staff, fostering continuous improvement and adherence to quality standards.
- Conducted internal evaluations, tracked corrective and preventive actions, and oversaw measurement and analysis processes to ensure continuous quality improvement.

### Saudi national bank

#### Sales representative | Front office

Dec 2020 - Dec 2021

- Evaluate credit worthiness by processing loan applications and documentation within specified limits.
- Determine all applicable ratios and metrics and set up debt payment plans.
- Communicate with clients either to request or to provide information.
- Assess customer needs, explore all options and introduce different types of loans.
- Develop referral networks, suggest alternate channels and cross-sell products and services to accomplish quotas.
- Operate in compliance with laws and regulations and adhere to lending compliance guidelines.
- Go the "extra mile" to build trust relationships, customer loyalty and satisfaction throughout the customer journey.

### Al-Marwa Rihanna Hotel

#### Customer Service | Representative

Oct 2019 - Dec 2020

- Resolves customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
- Assisting the reservations manager with reservations planning and arrangements.
- Serves as liaison between the customer and various departments to ensure guest satisfaction.
- Posting charges to appropriate guest accounts.
- Solicits sales of new or additional services.
- Sets up new accounts, maintains records, prepares reports and performs work processing assignments and related duties.
- Knowledgeable of customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to our customers.
- Responsible for hotel reservations, ground transportation arrangements such as car rentals, limo services, catering, etc...

### STC

#### Sales representative | Hajj Season

August 2018

- Manage Level (1) troubleshooting for activation issues.
- Act as a liaison between sales agents and the technical support team.
- Ensure sales agents awareness of quality standers by conducting continues sessions .
- Gather, analyze, and report customers complains to management.

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#### Sales representative | Hajj Season

September 2016

- Serve as a sales agent for hajj visitors, selling and activating voice and data SIMs, along with GSM devices.
- Conducting Level (1) troubleshooting for activation issues.
- Gather and report Level (2) issues to technical team.