



# MANSOUR ALZABAN

📍 Alriyadh, Saudi Arabia 13314

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## PROFESSIONAL SUMMARY

Entry-level **Job Title** with knowledge of sales, marketing and resolving customer problems. Sales-focused team member with experience in product ideation and development. Assisted in increasing business opportunity every **Timeframe** through effective marketing strategies and customer service.

Focused **Job Title** with impressive track record in collaborative, cross-functional teamwork within high-pressure environments. Adept at project planning and managing multiple accounts at once. Dedicated to improving company sale and meet business objectives.

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Motivated **Job Title** with **Number** years of experience, recognised for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organised with excellent leadership and team-building record.

Energetic graduate well-versed with strong communication and organisation skills. Committed to seek solutions to **Type** problems and apply extensive analytical knowledge to the findings. Adept at multi-tasking, leading group discussions and **Type** projects.

## SKILLS

- Advanced MS Office Suite knowledge
- Event planning
- Problem resolution
- Legal administrative support
- Human Resources Management (HRM)
- Organisation and time management
- Excellent PC computer skills

## WORK HISTORY

**CALL CENTER**, 11/2021 - 01/2022

**General Authority for Zakat, Income, Tax and Customs**, Alriyadh, Saudi Arabia

- Consistently maintained time and budget targets through strategic leadership and communication.
- Achieved high sales revenue with value-focused customer service approach.
- Used multilingual expertise to improve communication skills resulting in positive customer feedback.
- Reduced product waste by eliminating excess and obsolete inventory and tracking order refills, revenue and upcoming sale opportunities.
- Raised productivity through strategic scheduling and effective time management.
- Planned and executed product upgrade strategies to increase sales by **Number**%.
- Maintained excellent working knowledge of industry trends and offer impeccable support to end-users.
- Improved team efficiency by training and mentoring individuals through diligent team meetings and setting goals.
- Achieved maximum user engagement for campaigns through effective communication strategy.

**CALL CENTRE OPERATOR**, 11/2019 - 11/2021

**Seder group company**, Alriyadh, Saudi Arabia

- Processed **Number** emails for fault requests **Timeframe**.
- Completed SOC tasks such as **Task** and **Task** to complete work to strict deadlines.
- Managed **Number Type** calls **Timeframe**, expertly using call-handling technology.
- Surpassed customer expectations and improved brand image by following guidelines to process **Type** requests quickly and effectively.
- Improved customer satisfaction rate by **Number**% by maintaining friendly and knowledgeable approach to surpass customer expectations.
- Used strategic promotional strategies to retain customers considering service cancellations.