

ZAID ELIAS

CONTACT

+971564472793
zaidkamil525@gmail.com
Abu Dhabi, UAE

SKILLS

- Scheduling & Time Management
- Adaptability
- Leadership
- Communication
- Team Leadership & Training
- Problem-Solving
- Critical Thinking
- Interpersonal Skills
- Customer Service Excellence
- Negotiation Skills

EDUCATION

Bachelor of Business Administration

Wadi International University

2017-October
2023 - May

High School Diploma

Ashbal Al Quds School

2015 - 2016

PERSONAL INFORMATION

Date of Birth : 1/6/1999

Visa Status : Own Visa

Driving license : (UAE)

LANGUAGES

Arabic
English

PROFILE

Results-oriented and highly skilled sales representative, specializing in catering to customer needs and providing them with solutions for their problems. This was achieved by listening to their custom needs and suggesting specific products. I have an impressive track record in leading a sales team while managing daily operations. I am confident that with my people skills I will increase sales and add value to the company's overall growth.

WORK EXPERIENCE

Customer Relations Manager

Harkat Auto Garage November 2023 - Present

- Managed and nurtured relationships with new and existing customers to ensure high levels of satisfaction and retention.
- Acted as the primary point of contact for customer inquiries, resolving issues and complaints in a timely and professional manner.
- Developed and implemented strategies to improve customer experience, leading to higher customer loyalty and repeat business.
- Collaborated with sales and service teams to address customer needs and upsell more than 200 customers .

Receptionist

Banque Bemo Saudi Fransi September 2022 - September 2023

- Greeted customers and visitors in a friendly, professional manner, ensuring a welcoming atmosphere in the bank.
- Directed clients to the appropriate departments or personnel based on their needs and inquiries.
- Answered incoming phone calls, providing basic information about the bank's services and redirecting calls to the relevant staff members or departments.
- Managed customer inquiries regarding bank hours, services, and policies, ensuring clear communication and accurate information.

Supervisor

Touches of the Valley Warehouse April 2019 - July 2022

- Managed daily operations, ensuring a smooth workflow and efficient team performance in a fast-paced retail environment.
- Supervised and trained a team of 6 employees, providing guidance and support to achieve operational goals and enhance customer service.
- Monitored employee performance, offering feedback and implementing improvement plans when necessary.
- Ensured that store standards were consistently met, including cleanliness, stock organization, and visual merchandising.
- Handled customer inquiries, complaints, and concerns, ensuring a high level of satisfaction and resolving issues in a professional manner.