

AWADH BASHATAH

PROFESSIONAL SUMMARY

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

WORK HISTORY

Aftersales Consultant , 04/2014 - Current
Harley-Davidson Dhahran , Dhahran , Saudi Arabia
Parts & Accessories Specialist,

- Greet customer in a friendly and timely manner.
- Attending customer inquiry such as (phone, email, walk-in customer).
- Advise / Assist / Recommend best for the customer according to their inquiry.
- Preparation of parts and accessories quotation if customer needed.
- Ordering parts and accessories.
- Receiving customers items and informing them.

Service Advisor,

- Receiving bike for maintenance.
- Opening a jobcard accordingly.
- Follow up with the customers regarding their bike status.
- Taking their approval for fixing the bike.
- Calling them for bike delivery.

Warranty administrator,

- Achieved positive claim outcomes through careful case management.
- Provided claims advice to clients, managing expectations and explaining claims processing timelines.
- Built and managed effective internal and external relationships with all involved parties.
- Enhance any approved claims and follow up rejected claims for solving it.
- Obtained clear photographic evidence to support customer claims.
- Recorded detailed, accurate claim particulars for reliable case notes.

Host, 06/2012 - 09/2012

Outback Steak House, Khobar, Saudi Arabia



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16/10/1989



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SKILLS

- Adopt at handling multiple tasks and project simultaneously.
- Strong interpersonal skills and leadership abilities.
- Highly detail oriented.
- Excellent communication and motivational skills.
- Flexible in high pressure situations.
- Motivated, quick learner and team player.
- Consultanting the problems and solving it.
- Aftersales forecasting
- Innovation workshop implementation
- Service delivery standards
- Relationship management

PERSONAL DETAILS

Date of Birth / Age: 16/10/1989

Nationality: Yemen

Marital Status: Single

Visa Status: Iqama

Gender: Male

- Greeting guests for they vist, Prepare a table for the guest
- Serves and creates a warm, fun atmosphere for both guests and employees
- Answers inquiries and questions regarding food and drinks their preparation and ingredients
- Attends to guest requests appropriately
- Attends and handles guest complaints
- Work efficiently and at fast pace & Place accurate orders and attends to guest needs when delivering
- Makes sure orders are served promptly to guests and attends to additional orders and needs
- Performs other responsibilities as required or requested

EDUCATION

Makkah High School - Dammam, Saudi Arabia

LANGUAGES

Arabic Native
English C1
Advanced