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**PERSONAL INFORMATION**

Name: *Fawaz Mohammed Saleh Alqarni*

Country and City: *KSA, Dammam* Nationality: *Saudi*

Phone Number: +966500185796 Date of Birth: 02-02-1986

Marital Status: *married*

E-mail address: [*fawazgarni@hotmail.com*](mailto:fawazgarni@hotmail.com)

**CAREER OBJECTIVE**

I am seeking a company where I can use my experience and education to help the company meet and achieve its goals.

**EDUCATION**

**.** King Fahd University of Petroleum and Minerals, KSA, Dhahran.

**.** BSc in Mechanical Engineering **.** Date of Graduation: June 2010

**WORK EXPERIANCE**

* **Petromin company**:
  + *Service Advisor:* April 2022 – Present
* Achieving monthly sales/targets.
* Providing excellent customers service & obtaining high customer satisfaction (NPS)
* Organize files, reviewing contracts, & managing records.
* Selling accessories, service bundle, offers, & extended warranty
* Estimating the cost (Parts - Labor – Others)
* **United Motors Company**:
  + *Service Advisor:* March 2021 – March 2022
* Providing excellent customers service & obtaining a high customers satisfaction level.
* Using communication skills, persuasion skills, & negotiating with others in work.
* Dealing with customers’ complaints.
* Calling customers to provide estimations, updates, & ask for their approvals.

- **Abdul Latif Jameel for Cars Company:**

*\* Service Advisor:* June 2011 - December 2019

* Achieving monthly sales/targets.
* Providing excellent customers service & obtaining a high customer satisfaction (NPS)
* Experience in Vehicles maintenance – Body & Paints for a lot of cars
* Supervising workshop, tools, workflow, & technicians.
* Calling customers to ask about their service satisfaction.

**PERSONAL SKILLS**

* Language: Arabic – English
* Excellent communications skills.
* Computer experience in: Microsoft Office programs & (SAP - Kerridge - AS400 – Autoline - Oracle) systems.
* Ability to work under pressure.
* Excellent dealing with customers.
* Continuous learning & self-development.
* Responsibility & initiative.

**TRAINING & COURSES**

I completed over 200 certified courses throughout my entire career to improve my skills in:

1. Customers service 6- Management & Leadership

2- Sales 7- Communication & social skills

3- Claims process.

4- Computer programs

5- English language