



WAHEED TAGEI

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• **Nationality:** Saudi Arabia • **Permit:** Saudi Arabia

WEBSITES, PORTFOLIOS, PROFILES

- <https://i.qiwa.sa/public/user/fa3b8f06-4c6a-4721-842e-80a31ddbbecc>
- <http://linkedin.com/in/waheed-taqiee-90246152>

PROFESSIONAL SUMMARY

Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

EDUCATION

Higher National Diploma : Banking Operation
Institute OF The Public Administration - Riyadh, Saudi Arabia

ADDITIONAL INFORMATION

I won award from HSBC bank as one of foundation members

SKILLS

- Customer service
- Product knowledge
- Complaint handling
- Technical proficiency
- CRM systems use
- Time management
- Communication

WORK HISTORY

SERVICE ADVISOR, 11/2014 - 08/2023

(MYNM)Mohammed Yusuf Naghi for ford motors and AL jazirah Ford vehicle - Jizan, Saudi Arabia

- I responsible for communicating with customers about their vehicle repair needs and relaying information to the Service Technicians
- Their duties include greeting customers and helping them determine repairs and relevant costs, maintaining up-to-date knowledge about their employer's range of services and contacting customers to update them about their vehicle's repair status.

Customers services agent , 04/2006 - 10/2006

HSBC - Riyadh

- Improved customer trust by establishing open lines of communication and effectively handling enquiries.
- Negotiated successful property deals for the benefit of all parties involved.
- Increased client base with effective marketing strategies and direct outreach efforts.

CERTIFICATIONS

- Internional English Language Testing System (IELTS) Overview, Training, Doroob (Human Resources Deveploment Fund), 10/01/23, 6 hours
- ENGLISH COURSE LEVEL 5, Training, Berlitz English Institute, 02/01/12, 49 hours
- Microsoft Excel 2003 Level 2, Training, New Horizons Institute, 06/01/08, 8 hours
- Professional Service Advisor, Certificate, 04/01/17
- The Psychology of Collection Communication, Certificate, 03/01/11
- Time Management Course, Certificate, 07/01/10
- Telephone Collection Techniques, Certificate, 03/01/10
- Fraud Awareness Course, Certificate, 01/01/08

LANGUAGES

