

DUHA BAATIYA

SOCIAL WORKER

 As Salamah District ,
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 dbattiah@gmail.com

EDUCATION

-  BECHELOR DEGREE OF
SOCIOLGY AND SOCIAL WORK
KING ABDUAZIZ
UNIVERSITY
2020

ABOUT ME

-  Results-driven professional with expertise in client management, business growth, and CRM systems like Salesforce. Skilled in fostering relationships, optimizing customer experience, and driving revenue. Collaborative, customer-focused, and committed to delivering value-driven solutions.

WORK EXPERIENCE

SKILLS

Time Management

Multi Tasking

Team Work

Computer skills

Data analysis

CUSTOMER RELATIONS EXECUTIVE | FEB 2024 - PRESENT

JUFFALI COMMERCIAL VEHICLE , JEDDAH

- Respond to customer inquiries via email, phone, and chat, providing timely and professional assistance.
- Monitor customer interactions and analyze data within Salesforce to identify trends and improve customer experience.
- Develop and implement customer engagement strategies to enhance loyalty and retention.
- Generate and present reports on customer satisfaction, issue resolution, and key performance metrics.

TEAM LEADER - CALLS (VOICE) | MAY 2023 - NOV 2023

FLOWARD COMPANY, JEDDAH

- Overlooking and ensuring a smooth workflow.
- Maintaining a track record of team progress and documenting the same to make accurate reports.
- Motivating the team and solving problems.

SENIOR CUSTOMER SERVICE (SOCIAL MEDIA) | MAY 2022 - MAY 2022

FLOWARD COMPANY, JEDDAH

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Acknowledging and resolving customer complaints.

CUSTOMER SERVICE OFFICER | MAY 2021 - MAY 2021

FLOWARD COMPANY, JEDDAH

- -Responding promptly to customers.
- -Communicating with clients through various channels.
- -Provide the customers with appropriate solutions and follow up to resolve any issues.

CASHIER REPRESENTATIVE | APR 2019 - AUG 2019

RABEEZ COMPANY, JEDDAH

- Answering customers questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, and cash registers.
- Processing refunds and exchanges, resolving complaints.

LANGUAGES

Arabic

English

PERSONAL DETAILS

-  Date of birth
02 Sep 1998

-  Nationality
Saudi

-  Marital status
Single