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Target Job

Marketing, Sales, PR/Communications, Business Development, Social Media, Digital Marketing, Telemarketing, Customer Success Management, Inbound & Outbound Marketing.

Professional Experience

2020 – 2022 [Key Account Manager/Business Development – Corporate Deal Consulting Co. KSA](#)

- Marketing special offers and sales to customers over the phone.
- Created lead generation processes using LinkedIn with an ROI of 75%.
- Addressing and resolving key clients' complaints.
- Build relationship with sales prospects to boost referral customers by 15%.
- Developed marketing and sales communication strategies – new marketing campaigns resulted in an increase of brand recognition by over 40%.

2018 – 2019 [Customer Service Representative/Customer Relation Management – Ilogo, KSA](#)

- Collaborate with cross-functional teams to improve customer service experience.
- Managed client relations and resolved issues as quickly as possible.
- Maintained professional and productive relationships with clients.
- Handled client complaints and sought timely resolutions.
- Analyzed customer accounts and resolved customer issues for a 97% satisfaction rate.
- Resolve 200+ weekly customer inquiries via phone and email, consistently exceeding targets.

2017 – 2018 [Customer Service – Kaaf For Computer, KSA](#)

- Connected and discussed all customer inquiries over the phone on a daily basis.
- Prepared monthly reports on customer satisfaction.
- Maintained customer retention rate 45% above the company average.
- Analyzed customer accounts and resolved customer issues for a 97% satisfaction rate.
- Entered orders for customers in a computer system for services and recorded customer information in the database.

2013 – 2017 [Key Account Manager - 2p Telecom & Information Technology, KSA](#)

- Exceeded annual revenue targets by an average of 57% yearly.
- Quickly built and maintained trusting relationship with clients.
- Tackled warm inbound leads and increased client population by 32% in 2016.
- Drove growth by 63%, promoting and selling services, and overall brand.
- Worked outbound sales initiatives to increase lead generation by 13% quarter over quarter.

2013 [Social Media Marketing – Hayat Pets, KSA](#)

- Optimized social media, increasing organic following by 125%.
- Built relationship with customers and exceeded sales targets in 3 out of 4 quarters.
- Developed marketing plan and successfully promoted business on the internet, improving business opportunities 15%.
- Evaluated competition performance, suggesting to upper management the use of new strategies that successfully enlarged the client base by 5%.

2011– 2012 [Telemarketing - Site Solution Est. KSA](#)

- Increased the rate of return clients by 55% by reducing the instance of customer chum.
- Managed issues and resolved customer complaints in person, via email, and telephone.
- Improved work efficiency by tracking and monitoring work processes.
- Understood customer needs, leading to a 45% close rate.
- Reworked existing processes to improve customer retention by 12% and customer satisfaction by 18%.

2008 – 2010 [Sales – Marketing Window For Aljerasi, KSA](#)

- Increased sales by 35%, through the well-placed implementation of sales initiatives.
- Created a spreadsheet to track the efficiency of specific sales tactics.
- Exceeded targets in terms of sales volume and customer satisfaction by 32%.

- Increased the number of sales leads per day by 25% through implementing sales script updates.
 - Executed on outbound calling strategy to warm lead, leading to a close rate of 26% which exceeded expectations by 50%.
- 2007 – 2008 [Receptionist/Supervisor/Administrative, Joman Dintel, KSA](#)
- Answered phone and scheduled appointments according to patient preference.
 - Handled customer complaints from a patient, understanding standpoint, reducing the likelihood of negative review by 75%.
 - Supervised 10 full-time employees, providing mentorship and feedback in an encouraging environment.
 - Actively monitored staff engagement, ensuring employees were engaged and fulfilled, resulting in an employee retention rate increase of 21%.
- 2005 – 2007 [Telemarketing – Shamel Digital Technology Co. KSA](#)
- Outpaced target call rates by 18%, answering 8+ calls per hour.
 - Achieved a 99% reception call satisfaction rating across customers and inter-departmental staff.
 - Answering incoming and make outgoing phone calls to customers and provide quality, responsive, and positive customer contact with intent to retain the customer and assist with the past-due situation.

Education

Shaw Academy, Dublin, Ireland, Online

[Mini MBA in Business – Diploma](#)

Google Digital Academy (Skill Shop) Online

[Google Analytics Individual Qualification](#)

Google Analytics, Online

[Google Analytics – Certificate](#)

Google Digital Garage, Online

[Digital Marketing – Certificate](#)

HubSpot Academy, Cambridge, MA, USA, Online

[Inbound – Certificate](#)

UNICEF, New York, New York, USA, Online

[Web Accessibility – Certificate](#)

HP Life, Palo Alto, California, USA, Online

[Customer Relationship Management – Certificate](#)

[Effective Business Website – Certificate](#)

[Social Media Marketing – Certificate](#)

Alison, Galway, Ireland, Online

[Basic English Grammar/E-Business – Diploma](#)

[Fundamentals of English Grammar – Course](#)

[Introduction to Marketing/Fundamentals of Marketing Your Business Online – Course](#)

[E-Commerce- Introduction to Internet Marketing Strategies for Business – Course](#)

[E-Commerce Web Strategy – Course](#)

Shaw Academy, Dublin, Ireland, Online

[English For Business – Diploma](#)

[Sales – Diploma](#)

[Social Media Marketing – Diploma](#)

High School (12th Std), Riyadh, KSA

- **Skills:** Communication skills; Proactive; problem-solving; Multi-Tasking; Collaboration; MS Office; Teamwork; Decision making; Research sales & Marketing; Time-Management; Customer Acquisition; Metrics-Driven; Account Management; CRM; Customer Service.

Other

- Languages – Arabic (Native), English (Advanced).