

ABDULGHANI MAZEN BANJAR

Mecca, Saudi Arabia | +966 55 877 6630 | aboodbangar431@gmail.com | linkedin.com/in/abdulghani-banjar-3830893ab

PROFESSIONAL SUMMARY

Customer service professional with 4+ years of hands-on experience in high-volume, client-facing environments, including multilingual client interactions, complaint resolution, and end-to-end issue ownership. Demonstrated ability to engage diverse clients, understand their needs, and coordinate with team members to ensure service quality. Final-year Law student (GPA: 3.43/4.0) with proficiency in Microsoft Office, a professional appearance, and a disciplined, committed work ethic. Fluent in Arabic with good command of English.

WORK EXPERIENCE

On-Site Customer Service Representative 2025 – 2026 (2 Seasons)

Mashariq Company — Mecca, Saudi Arabia

- Served as the primary client contact at a dedicated service booth within pilgrim hotels, independently handling all inquiries and service requests.
- Resolved a wide range of client issues — including lost IDs, missing wristbands, and accommodation concerns — with full ownership from first contact to resolution.
- Engaged and communicated with a diverse, multilingual client base; adapted communication style to each client's needs and provided translation support.
- Consistently delivered a professional, positive experience in fast-paced, high-demand environments serving thousands of clients per season.

Customer Service & Operations Officer 2023 – 2024 (2 Seasons)

Mashariq Company — Mecca, Saudi Arabia

- Delivered full-cycle support to pilgrims across all ground-level service types as part of the core service center team.
- Coordinated pilgrim logistics including transportation, ID card and wristband distribution, and reception/departure management for large-scale groups.
- Coordinated with team members and supervisors across functions to ensure consistent service quality under peak operational pressure.

Security Guard — Crowd Management Ramadan 2025 (2.5 Months)

Grand Mosque, Shamiyah Section — Mecca, Saudi Arabia

- Managed entry and exit flows in one of the world's highest-density public spaces, maintaining composure and professionalism under extreme pressure.
- Coordinated in real time with supervisors and team members for dynamic task assignments and emergency responses.

EDUCATION

Diploma in Regulations (Law) 2024 – Present

The Applied College, Umm Al-Qura University — Mecca, Saudi Arabia

- GPA: 3.43 / 4.0 (Very Good) | Final Semester — Internship Track | 54 of 56 Credits Completed
- Key Coursework: Administrative Law, Work Regulations, Civil Transactions, Commercial Law
- Top Grades (A+): Administrative Law (100), Work Environment (97), Basic Law of Saudi Arabia (95)

TRAINING & CERTIFICATIONS

- Ministry of Tourism — Customer & Guest Experience | 2024
- Ministry of Tourism — Crisis and Disaster Management | 2024
- Ministry of Tourism — Crowd Management in Large-Scale Events | 2024
- Affiliate Marketing Certificate — AlQadasiBiz | 30 Hours | April 2026
- Trading Basics Camp — Certificate of Completion | February 2026

SKILLS

Client Relations: Client Engagement, Needs Understanding, Complaint Resolution, Service Delivery

Operational: Crowd Management, Crisis Management, Team Coordination, High-Volume Environments

Communication: Arabic (Native), English (Good), Multilingual Client Handling

Computer: Microsoft Word, Excel, PowerPoint (Intermediate)