Naif Almutairi

Customer Experience & Care

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With a solid background in customer experience and strategic planning, I have excelled in various roles that focus on relationship management, customer success, and operational leadership. My journey has seen me progress from a Key Account Manager to a Customer Success Manager, and currently, as the Customer Care Manager at Mohammed Bin Salman Nonprofit City, where I oversee the design and execution of visitor and experience center operations, alongside developing customer care strategies. I am skilled in problem-solving, analytical thinking, and building efficient teams, consistently driving performance improvements and customer satisfaction.

Work experience

Senior Venue Manager| 2025-10 – Current

Mohammed Bin Salman Nonprofit, Riyadh

- Lead the full venue lifecycle from calendar management and client relations to operational readiness across Misk City's landmark venues.
- Designed and implemented a customer journey framework, enhancing visitor satisfaction and experience quality.
- Drove revenue growth through strategic pricing, optimized utilization, and activation programs.
- Managed end-to-end event execution, ensuring seamless coordination between clients, vendors, and internal teams.
- Strengthened customer relations through proactive communication and continuous improvement.
- Contributed to positioning Misk City as a premier destination for cultural and corporate events.

Customer Experience Manager | 2023-10 – 2025-10

Mohammed Bin Salman Nonprofit, Riyadh

- Design and implement the management process of the visitor center.
- Manage the experience center operations and staff.
- Establish the city customer care center to provide a proper channel for the community to get the needed support, inquiries, information …Etc.
- Develop overall city customer care strategic plans and KPIs.
- Act as the City Tier 1 team to receive community's needed support, inquiries, information… Etc.
- Manage the quality and ensure first-call resolution in the city customer care center.
- Manage the resolution of complaints with stakeholders.
- Manage the implementation of complaint resolution improvement initiatives.
- Develop reports on compliant resolution performance and manage all SLA and OLA with stakeholders.
- Develop Experience center and customer care budget plans.

Customer Success Manager | 2021-03 - 2023-10

Wala plus Company , Riyadh

- Effectively manage the Customer Success team to maintain clients, support their continuity, and enhance their loyalty to the company.
- Building a strategic plan for the department that increases the efficiency of retaining customers, merchants, and the services provided to them, and submitting it to the higher management for approval.

- Building operating plans to activate partnership contracts with merchants and sales contracts from customers.
- Preparing policies and procedures for after-sales services provided to customers and services for managing partnership contracts with partners.
- Supervising the preparation and approval of a periodic report on the status of contracts with partners (merchants) and sales contracts with clients and submitting them to the higher management and relevant departments.
- Supervising and approving the design of training and development programs that serve the activation of partnership and sales contracts.
- Supervising the collection of information from clients and merchants, preparing reports on this, and submitting them to the higher management and relevant departments.
- Follow up on the problems of implementing sales contracts, customer services, and dealers, work to solve them and support the development of processes to ensure that they do not recur.

Key Account Manager | 2020-05 - 2021-03

Wala plus Company , Riyadh

- Develop strong relationships with key customers to ensure a steady flow of sales revenue.
- Identify promising prospects through contact, follow-up, and customer referrals.
- Ensure that all sales management activities are running smoothly.
- Provide general guidance to the sales team.
- Maintain accurate records of the total number of sales made and current and potential customers, as well as sales staff performance appraisals.
- Assist the sales team in answering customer questions.
- Analyze sales metrics to determine whether current sales strategies are effective.
- Conduct in-depth research about competitors 'products, prices, and market success to gain insight into customers' preferences and interests.
- Supervise the relationship with clients your team deals with.

Senior Customer Success Specialist | 2019-08 - 2020-05

Wala plus Company , Riyadh

- Building profitable relationships with key clients.
- Supervise the relationship with clients your team deals with Resolving customer complaints quickly and efficiently.
- Inform customers about the latest products in order to increase sales.
- Meet the managers in the organization for strategic planning.
- Expanding the customer base by selling.
- Understand and address the individual needs of key clients.
- Develop and manage customer portfolios.
- Maintain business growth and profitability by maximizing value.
- Analyze customer data to improve customer experience.
- Hold product offers to clients.
- Mediate between clients and the organization.
- Assist in product design and development.

Key Account Partner | 2018-08 - 2019-08

Wala plus Company , Riyadh

- Responsible for sales and relationships with customers.
- Maintains the company's existing relationships with a client or group of clients.
- Handling customers who play a strategic role in the growth of a supplier.

Education

Bachelor: Business Administration – Marketing | King Saud University – Riyadh | 2018 - 12
Comprehensive education in core business functions with an emphasis on marketing strategy, market research, consumer behavior, and brand management. Developed expertise in digital marketing, product development, and customer relationship management. Equipped with analytical, communication, and project management skills through hands-on experience in real-world business and marketing scenarios.

Skills

Relationship Management.	Operations Management.
People Management.	Problem Management.
Customer Experience.	Customer Satisfaction.
Customer Retention.	Team Motivation.
Software as Service (SaaS)	Key Performance Indicators.

Courses

- Strategic Thinking, Analysis & Business Planning | GLOMACS Training & Consultancy.
- Professional Certificate in CX | The CX Academy