

## OBJECTIVE

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Results-driven professional with over four years of entrepreneurial experience as the Owner and Operator of a successful bakery business. Proven expertise in procurement, vendor negotiations, team management, and operational strategy. Adept at building strong supplier relationships, optimizing resource allocation, and developing efficient workflows. Seeking to leverage hands-on experience in supply chain management, employee relations, and cost control in a dynamic HR or Procurement role within the banking sector. Known for high attention to detail, cultural adaptability, and a proactive approach to problem-solving in fast-paced environments.

## EXPERIENCE

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Dhahran  
*Jun 2021 - Present*  
**Business Owner**  
*Kelly's Cakes and Sweets*

Responsibilities from Kelly's:

- Built and managed procurement processes, including supplier selection, negotiations, and purchasing of ingredients and packaging materials.
- Oversaw hiring, training, and daily management of a cross-functional team of 7 employees.
- Developed employee schedules, managed payroll, and handled performance evaluations.
- Established and maintained strong vendor relationships to ensure consistent supply chain performance and cost efficiency.
- Designed and implemented inventory tracking systems to reduce waste and optimize purchasing.
- Ensured regulatory compliance with food safety standards and local labor laws.
- Managed operational budgets, reduced costs by streamlining vendor contracts and minimizing stock losses.
- Resolved internal conflicts and maintained a positive, productive team culture.
- Led monthly financial reviews and adjusted procurement strategies to meet fluctuating demand.

Khobar  
*Jul 2017 - Apr 2021*  
**Account Manager**  
*Saudi Trading and Research*

Key Skills and Responsibilities:

- Managed a portfolio of 10+ high-value client accounts, resulting in a 25% increase in client retention over 12 months.
- Spearheaded a client acquisition campaign that grew the client base by 30% year-over-year, contributing to a 15% revenue increase.
- Acted as primary liaison between clients and internal research teams, ensuring 98% on-time delivery of customized market analysis reports.
- Implemented a new CRM system and streamlined reporting processes, cutting administrative time by 40% and increasing client interaction time.
- Resolved client escalations with a 100% satisfaction rate, as measured by post-resolution feedback surveys.
- Collaborated with the research team to produce market insights that led to a 10% increase in client investment engagement.
- Reduced client churn by 18% by introducing quarterly performance review meetings and proactive risk mitigation strategies.
- Tracked and reported on KPIs, presenting monthly account performance reports that improved internal forecasting accuracy by 20%.

Jeddah  
Mar 2015 - Mar 2017  
**Customer Service Representative**  
*Tetra Pak*

Key Skills and Responsibilities:

- Provide support to an average of 10 customers daily via phone, email, and chat, addressing inquiries and resolving complaints with a 95% satisfaction rate.
- Collaborate with team members to troubleshoot and resolve technical issues, reducing customer wait time by 40%.
- Maintain up-to-date knowledge of product features, company policies, and industry trends to provide accurate information to customers.
- Process transactions and returns, ensuring compliance with company policies and excellent customer experience.
- Trained new employees on customer service best practices, improving team efficiency.

## EDUCATION

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Leeds, United Kingdom  
Sep 2009 - Aug 2012  
**BSc Honors, Hospitality Business Management**  
*Leeds Beckett University*

Worthing, United Kingdom  
Sep 2007 - Jul 2009  
**Higher National Diploma in Business**  
*Northbrook College*

## LANGUAGES

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**English**  
Native

**Arabic**  
Native

## SKILLS

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### Procurement & Supply Chain

- Strategic sourcing and supplier negotiation
- Inventory and stock level optimization
- Cost control and budget management
- Vendor relationship management
- Demand forecasting and purchasing
- Local and international sourcing

### Human Resources & People Management

- Recruitment and staff onboarding
- Training and employee development
- Payroll and scheduling coordination
- Conflict resolution and performance reviews
- Team leadership and motivation
- Workplace health, safety, and compliance

## **Business Operations & Administration**

- Operational planning and process improvement
- Quality control and compliance adherence
- Record-keeping and documentation
- Budget planning and financial oversight
- Daily workflow supervision
- Client service and communication

## **Technical & Interpersonal Skills**

- Strong negotiation and interpersonal communication
- Multitasking and decision-making under pressure
- MS Office Suite, POS systems, and basic accounting tools
- Cross-cultural team leadership
- Fluent in Arabic and English