

HESSA ALHORAIQI

LOGISTIC COORDINATOR

PROFILE

Experienced Customer Service Representative with 6 years of proven expertise in delivering exceptional support to clients, Adept at resolving customer issues efficiently, maintaining high satisfaction levels, and building strong customer relationships, Eager to learn and embrace new challenges, with a strong desire to further develop skills ,Passionate about continuous improvement and committed to providing the best possible service .

Additionally, as a warehouse supervisor, I have successfully managed the receipt, storage, and distribution of shipments to customers.

WORK EXPERIENCE

- **June 2021 - Present**
Ebrahim M.Almana & Bros.Co.
CUSTOMER SERVICE COORDINATOR .
 - Processing requests and verifying purchase orders.
 - Ensuring inventory levels and placing orders with the purchasing department.
 - Issuing invoices and tracking their delivery to customers.
 - Working with NUPCO platform for healthcare logistics services
 - warehouse incharge and supervising supply operations to customers.
- **MAY 2016 – FEB 2019**
Zain company
CUSTOMER SERVICE .
 - Respond to the customer and answer their inquiries. Problem Solving.
 - Escalating problems.
 - Marketing products and offers to the customers.

☎ 0581444988

✉ hessa.horiqui@gmail.com

📍 Dhahran

EDUCATION

2012 - 2015

KING FAISAL UNIVERSITY

- Bachelor of Applied Economics
- GPA: 4.09/ 5.0

CERTIFICATIONS & COURSES

- CILT
- English conversational skills .
- An introduction to the Hr taske
- Customer service in the insurance field

SKILLS

- Effective Communication
- Leadership
- Problem-solving skills.
- Organization and time.
- management skills. Team work.
- Work under pressure.
- Fast learning.
- Deal with Microsoft office - Excel.
- Oracle systems

LANGUAGES

- Arabic
- English