

# Rawan Mubarak Aldossary

Dammam  
966508989049  
Rai88.rd@gmail.com

## PROFESSIONAL SUMMARY

Results-driven Logistics and Customer Account professional with strong experience in Sales , logistics, customer relations ,shipping, transportation coordination and invoice management. Skilled in managing client accounts , Proven ability to resolve customer issues, build long-term relationships, and ensure high satisfaction. Experienced in using Microsoft Dynamics CRM and CargoWise to track customer data and support business growth.

## WORK HISTORY

### Mediterranean Shipping Company ( MSC ) - Export Sales and Customer Service officer

Dammam

12/2022 - Current

- Worked under the Sales Department to verify quotes and rate availability according to customer agreements.
- Managed Customer accounts and ensured compliance with customer agreements (e.g. SABIC, Tasnee, Maaden).
- Handled Sales Quotations , rates and export invoicing across Multiple Locations ( Dammam, Jubail , Jeddah)
- Built Strong Relationships with VIP and Cash Customers and resolving issues related to quotas and invoices.
- Handled customer complaints by providing appropriate solutions related to quotes, invoices, and another agency issues.
- Collaborate with sales, logistics, finance, and operations departments to ensure customer needs were met efficiently.
- Communicated with another agencies regarding agreements and resolved related issues with customers.

### Yusuf bin Ahmed Kanoo ( Kanoo Logistics ) - Logistics coordinator

Dammam, Eastern Province

11/2018 - 12/2022

- Managing transportation operations and tracking of both local and international shipments and Ensure timely delivery by coordinating with warehouse of Customer.
- Coordinating all shipments Related to Export , import and Air.
- Negotiate the rates based on the Current market To ensure competitive pricing and gain Customer Satisfaction.
- Supervising the Team to Support and sharing knowledge to ensure smooth daily operations.
- Prepared logistics documentation, including shipping manifests and customs clearance forms to organize the delivery as per

## SKILLS

- Logistics & Supply Chain Coordination
- Customer Service & Complaint Handling
- Invoice Processing & Document Management
- CRM System ; Microsoft Office | CargoWise | Microsoft Dynamics
- Project Coordination | Team Supervision
- Communication & Problem Solving
- Networking Knowledge (Cisco Certified)

## EDUCATION

### Saudi Electronic University

Dammam, Eastern Province

**BBA:** Business administration  
Bachelor's degree

### King Faisal University

Al Hufuf, Eastern Province

**Diploma:** Network Information  
Diploma degree

### Cisco Networking Academy

**Diploma:** Networking

## CERTIFICATIONS

- International Certificate in Logistics & Transportation – CILT
- Freight Forwarding Course
- Project Management Course
- Customer Experience & Planning
- Cisco Networking (5 Certificates)
- IT Skills Foundation
- Leadership Traits & Decision Making

requirements.

- Maintained updated records for import/export operations, container tracking, and carrier communication.

- Certificate of Event Organization

**Alsafa Medical Center - Receptionist**

*Dammam, Eastern Province*

*01/2016 - 01/2017*