

Shahad Al-Otaibi

+966 567 273 338

shahad199111@gmail.com

Saudi Arabia

SUMMARY

Experienced logistics and administrative coordinator with strong expertise in fleet management, transport compliance, and customer service. Skilled in coordinating operational workflows, managing regulatory documentation, and supporting HR functions. Adept at problem-solving, effective communication, and maintaining accuracy under pressure to ensure seamless business operations.

EXPERIENCE

Sahari Tank | Saudi Arabia

Journey Management - Logistics Coordinator | 2024 – present.

- Managing vehicle authorizations and cancellations using TAM System.
- Monitoring traffic violations and following up for resolution.
- Handling vehicle insurance renewals and issuing replacement license plates.
- Preparing and submitting Elm invoices related to transport operations.
- Issuing and renewing driver and truck operating cards via Naql System.
- Issuing freight permits complying with regulatory requirements through Bayan System.
- Conducting pre-trip safety checklists to ensure truck compliance.
- Coordinating driver leave requests and schedules with HR and Logistics.
- Renewing transport bookings every two hours and maintaining booking schedules.
- Verifying accuracy of driver and vehicle data in daily trip schedules.
- Performing weekly vehicle violation checks and submitting invoices to Finance.

Food Origins Company | Saudi Arabia

Customer Service Representative | 2021 – 2023.

- Applied sociology knowledge to understand customer needs and provide tailored support.
- Analyzed and resolved customer issues using community service expertise.
- Collaborated effectively with team members to meet company objectives.
- Delivered creative solutions enhancing customer satisfaction.

Kanz Al-Qobtan for Trading and Investment | Saudi Arabia

Accounting Clerk | 2015 – 2019.

- Processed financial documents and supported bookkeeping tasks.
- Assisted in account reconciliations and data entry accuracy.
- Maintained records of transactions and monitored account status.
- Supported monthly financial reporting and audit preparations.

National Center for Assessment | Saudi Arabia

Test Monitoring Assistant | 2014 – 2015.

- Monitored testing environments to ensure compliance with procedures.
- Assisted candidates during exams and resolved on-site issues.
- Maintained confidentiality and integrity of test materials.
- Reported irregularities and supported test administration logistics.

EDUCATION

King Faisal University | Saudi Arabia

Bachelor’s Degree in Sociology and Social Services | 2012 – 2016.

OTHER

- Courses:**
 - Professionalism in Customer Service | 2019.
 - Integration in Public Relations and Protocol | 2019.
 - Professional Secretary & Office Manager Course | 2014.
- Volunteering:**
 - Clerk Volunteer | Imam Abdulrahman Bin Faisal University | 2014 – 2015.
- Hard Skills:**
 - Logistics Coordination.
 - Fleet Management Systems.
 - Transport Compliance.
 - Traffic Violation Monitoring.
 - Invoice Preparation.
 - Scheduling & Route Planning.
 - Customer Service Expertise.
 - Administrative Support.
 - Microsoft Office Suite.
- Soft Skills:**
 - Problem Solving.
 - Critical Thinking.
 - Effective Communication.
 - Time Management.
 - Collaboration and Teamwork.
 - Flexibility and Adaptability.
- Languages:** Arabic, English.