

Operations Specialist | Expert in Customs Clearance, Supply Chain Optimization & Digital Logistics Solutions

Operations Specialist with extensive experience in logistics, supply chain coordination, and customs clearance. Proficient in using digital platforms such as Fasah for customs operations, with proven ability to streamline shipping procedures and ensure smooth coordination across internal departments and external partners. Skilled in analyzing operational performance, preparing actionable reports, and supporting digital transformation initiatives. Adept in using Microsoft Office tools and managing time-sensitive tasks with accuracy and consistency in high-pressure environments. Strong organizational and communication skills, with a collaborative approach to cross-functional teamwork.

Work experiences

Logistics Operations Specialist <i>Feb 2020 – Present</i>	SAL Saudi Logistics Services <i>Riyadh</i>
- Performed customs clearance operations using the Fasah platform with consistent compliance and accuracy. - Coordinated air cargo schedules with airlines, reducing shipment delays by 30% through enhanced planning. - Maintained effective communication with internal departments, ensuring quick response to logistics-related inquiries. - Prepared detailed operational reports and conducted performance analysis to support decision-making. - Contributed to digital transformation initiatives by integrating automated tools into daily workflows.	
HR Officer <i>Jun 2018 – Dec 2018</i>	Almajal Group <i>Riyadh</i>
- Monitored employee attendance and enforced internal HR policies using electronic tracking systems, improving compliance by 20%. - Prepared employment contracts and ensured full alignment with labor laws and internal regulations. - Supported daily administrative processes in the Human Resources department.	
Collection Agent <i>Jun 2012 – Jul 2013</i>	Bank Aljazira – Collection Department <i>Riyadh</i>
- Conducted daily collection activities with consistent performance results. - Handled customer interactions professionally to resolve outstanding financial obligations. - Improved customer engagement strategies, resulting in a 15% increase in monthly collection rates. - Generated regular performance reports and followed up on overdue accounts to reduce delays.	

Education

• Master’s Degree in Media Management Virginia State University, USA	2018
• Bachelor’s Degree in Media – Public Relations King Saud University, Riyadh	2011

Certificates & training courses

• Live Animals Regulations - REC SAL Academy – GACA	02/2025
• General Authority of Civil Aviation Regulations (GACARs) Familiarization – Recurrent SAL Saudi Logistics Services	06/2024
• Emergency Response Plan - Recurrent SAL Saudi Logistics Services	06/2024
• Human Factors - Recurrent SAL Saudi Logistics Services	05/2024
• Airside Safety (Aerodrome Familiarization) - Recurrent SAL Saudi Logistics Services	05/2024
• Dangerous Goods Handling Cat 8/10 (Recurrent) SAL Saudi Logistics Services	12/2023
• Aviation Security Principles - Recurrent SAL Academy – GACA	10/2023
• Computer Applications for Office Work Al Fadelah High Institute for Training	2023
• Advanced Aviation Security Awareness (Recurrent) SAL Saudi Logistics Services	08/2022
• Emergency Response Procedures SAL Saudi Logistics Services	06/2021

Skills

Technical Skills:	Soft Skills:
- Fasah Customs Platform - Air Freight & Storage Systems - Operational Performance Analysis - Report Preparation - Digital Transformation Support - Supply Chain Coordination - Microsoft Excel Word PowerPoint Outlook - Logistics Operations Management	- Internal & External Communication - Analytical Thinking & Problem Solving - Time Management & Organizational Skills - Team Collaboration Across Departments - Adaptability & Quick Response in Dynamic Environments - Initiative & Results-Oriented Mindset

Languages

- Arabic
- English