

MOHAMMED AL-HUSSAIN

Operations & Customer Relations

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Phone: +966-545847933

Nationality: Jordanian

Marital Status: Married

Residency: Transferable

Date of Birth: 15/5/1982



OBJECTIVE

Operations and customer-focused professional with 15+ years of experience across fleet tracking, credit management, merchandising, and customer service in the Eastern Province. Known for improving efficiency, strengthening relationships, and delivering accurate, actionable reporting. I bring a blend of analytical thinking, hands-on operational expertise, and a commitment to smooth, reliable daily performance.

EDUCATION

Bachelor's Degree in Marketing & Management

Tanta University – Egypt

2000 – 2004

WORK EXPERIENCE

Fleet Tracking Operative – Naizak (Alabdulkarim Holding Co.)

08/2023 – Present | Khobar, Saudi Arabia

- Track and organize the daily movement of company vehicles to ensure efficient utilization and on-time operations.
- Prepare and submit detailed daily and periodic reports on vehicle movements, availability, and performance.

- Coordinate with drivers, assign routes, and direct them to required locations based on operational priorities.
 - Track vehicle availability and allocate vehicles according to business and operational needs.
 - Ensure drivers adhere to schedules and company procedures to maintain smooth operations.
 - Oversee vehicle maintenance schedules and ensure timely servicing.
 - Monitor fuel consumption and prepare related cost-efficiency reports.
 - Implement safety protocols and ensure compliance with company policies, including issuing necessary authorizations.
 - Maintain effective communication with management and team members to resolve daily operational issues.
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Credit Officer – Aramex Saudi Ltd.

12/2015 – 12/2023 | Eastern Province

- Follow up on customer payments and ensure timely collection of outstanding invoices.
 - Maintain consistent customer contact to reduce overdue balances and improve cash flow.
 - Visit key customers to resolve issues related to pending invoices and disputes.
 - Review, print, and deliver invoices to customers, ensuring accuracy and completeness.
 - Perform account reconciliations and balance confirmations with customers.
 - Prepare regular reports on collection status, overdue accounts, and payment trends.
 - Build and maintain strong customer relationships while enforcing company credit policies.
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Nokia Retail Representative – Eastern Province

2021 – 2023

- Develop and execute merchandising plans to ensure optimal stock levels and strong product visibility.
- Analyze sales trends to identify best-selling products, slow movers, and improvement opportunities.
- Manage inventory levels to avoid stockouts and overstock situations.
- Apply and maintain planograms according to brand and retailer standards.
- Support and guide in-store teams to achieve merchandising and sales objectives.

- Manage visual displays and endcaps in major retail accounts such as Extra, Jarir Bookstore, Lulu, and Carrefour.
 - Conduct hindsight analysis to support future product assortment and merchandising strategies.
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Key Account Manager, Premium Services – Mobily

2012 – 2015 | Eastern Province

- Handle customer inquiries and complaints through multiple channels.
 - Provide accurate information about products, services, and promotions.
 - Troubleshoot and resolve product and service issues, escalating complex cases when needed.
 - Document and update customer records and interaction details in the system.
 - Maintain up-to-date knowledge of evolving products, services, and procedures.
 - Contribute to high customer satisfaction by delivering courteous, solution-focused service.
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SKILLS

Professional Skills

- Communication & interpersonal skills
- Problem-solving & analytical thinking
- Operations & fleet coordination
- Customer service & account management
- Collections & invoice reconciliation
- Merchandising & retail execution
- Teamwork & collaboration

Technical Skills

- Microsoft Word, Excel, Outlook
- Computer literacy (Beginner–Intermediate)

Languages

- Arabic (Native)
- English (Good working level)