

SUMMARY

Supply Chain Management professional with CSCP certification and proven expertise in customer service, sales, and crowd management. Skilled in enhancing operational efficiency and customer satisfaction across diverse industries.

EXPERIENCE

Sales Support Associate, Herfy food services company

Nov 2023 - Nov 2024

- communicate with customers to help them find specific products, respond to customer enquiries, issue receipts, and record customer suggestions
- Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety
- Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction

Customer service representative, Bright Minds Company

Feb 2022 - Jul 2022

- Greeted customers as they approach the ticketing counter and inquire about how they would like to be serviced
- Responsible for responding to guest needs and customer inquiries, hours of operation, show information, and special events
- Ensured guests are properly greeted and assisted at the assigned positions
- Supervised the auditorium during the performance, dealing with disputes over seating and confronting anyone who is causing a disturbance

Sales Representative, Al Waheeda Company

Aug 2021 - Oct 2021

- Providing excellent customer service through teamwork and communication
- Product knowledge to provide the customer desires
- Worked on the development and implementation of ordering online strategy to increase sales

Crowd management, King Abdulaziz Center for World Culture Ithra

Sep 2020 – Dec 2020

- Organizing and managing crowds and assisted in cultural and social activities in different age groups
- Responsible for maintaining a safe and enjoyable environment most notably the winter camping program for children and teenage creativity season
- Responsible and reliable to handle any outbreaks within the crowd and prevent any type of escalation

EDUCATION

Imam Abdulrahman Bin Faisal University

Jan 2017- Dec 2020

Advanced Diploma - Supply chain management

- Acquired a comprehensive understanding of core supply chain and coordination principles
- Certified International Supply Chain Professional (CISCP) holder**, with developed skills in:
- Managing global and virtual supply chains.
 - Aligning supply chain and organization strategy with organizational structure.
 - Understanding the impact of organizational structure on performance.
 - Applying international trade terms (Incoterms).

TRAINING / COURSES

King Fahd University of Petroleum and Minerals - Professional Project Management

Glion Institute of Higher Education - Hospitality Experience Program

National Entrepreneurship Institute - quality management

LANGUAGES

Arabic Native

English Proficient

SKILLS

Customer Service | Client Engagement | Product Knowledge | Sales & Upselling Techniques | Microsoft Office | Team Collaboration | Time Management & Multitasking | Excellent Communication | Conflict Resolution | Problem Solving | Crowd Management