

Mohammed Abu Foor

Accounting - Customer Service – Sales – Inventory Specialist– Supply Chain -
Complaints

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Nationality: Saudi

Objective

Detail-oriented and analytical professional with an extensive and sufficient experience in Inventory, customer relation, and invoicing accounting. Great working alone or as part of a team and manage a high performance individual work and cooperates with highly skills in customer services, marketing, supply chain, logistic, inventory management and accounting invoicing.

Motivated individual with employable skills set of:

- Communicating and influencing
- Problem Solving
- Crisis Communication
- Exceptional attention to detail
- Positive Attitude
- Inventory management
- Inventory control
- Time management
- Keeping accurate inventory records
- Customer service
- Inventory reconciliation
- Excellent organizational abilities

Professional Experience

Inventory specialist

Mar 2009 – July 2024

Saudi Carrier for A/C (Al-Juffaly Group)

- Oversee inventory and order additional products and supplies when needed
- Customer support regarding orders, warranty, and shipments delivery.
- Evaluate the selection and shipping process and work to improve efficiency
- Collaborated with the procurement team to establish steady supply of inventory.
- Recorded information, shortages, and discrepancies to keep records current and accurate.
- Performed data entry and completed proper paperwork.
- Completed physical inventory counts each month.
- Completed stock inventories to identify and address issues negatively impacting controls.
- Factored shipping procedures, rates and routes in making determinations on best shipping methods for materials.
- Monitored inventory to maintain sufficient supply levels to meet business and customer needs.
- Inspected incoming and outgoing shipments to identify discrepancies with records.
- Maintained up-to-date price lists to accurately calculate shipping, shortage and demurrage costs.
- Communicated with carrier representatives, arranging for special deliveries and shipment receipts.
- Supported reporting, accounting and recordkeeping staff with accurate updates regarding shipment information.
- Worked effectively with shippers to resolve shipment issues, damaged materials and shortages.
- Fielded customer complaints and facilitated negotiations, resolving issues and reaching mutual conclusions.

- Increased sales “Personal Loans, Credit Cards” by offering advice on purchases and promoting additional products.
- Upheld high standards of customer service by promoting and upselling new products and services.
- Promoted and up-sold products and services to meet needs of customers.
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Developed and implemented marketing plans to increase brand awareness and drive sales.
- Collaborated with cross-functional teams to identify and address customer needs.
- Negotiated prices, terms of sales and service agreements.
- Fostered lasting relationships with customers through effective communication and quick response, resulting in long-term loyalty and expanded client base.
- Increased sales with execution of full sales cycle processing from initial lead processing through conversion and closing.
- Contributed to team objectives in fast-paced environment.
- Built relationships with customers and community to promote long term business growth.
- Met with customers to discuss and ascertain needs, tailor solutions and close deals.
- Monitored service after sale and implemented quick and effective problem resolutions.
- Identified new customer opportunities through calling, networking, marketing and prospective database leads.
- Informed customers of promotions to increase sales productivity and volume.
- Selected correct products based on customer needs, product specifications and applicable regulations.

Skills

- Excellent communication, Bilingual “Arabic and English “
- Innovative problem solver who can generate workable solutions and resolve different issues
- Manage, coordinate, and implement software upgrades, patches and hot fixes on MS-Exchange
- Strong Interpersonal & Communication Skills, Analytical Skills, Effective Meeting and Team Building.
- Capability to work with top known systems including Microsoft Office

Education

Institute of Public Administration, Dammam, KSA

• Diploma Degree in Accounting

2003

Courses Attended

- Association in Supply Chain Management
 - OSHA Certification programs: OSHA 10 and OSHA 30
 - Process Certification 201 for Operation
 - CPR Basics
 - Security Awareness
 - Performance Check-ins: Transparent Feedback
 - Employee Scholar Program
- My Development Journey
 - Well-Being Toolkit
 - I&D Champions
 - Carrier Mentorship Program
 - Carrier Excellence CX Overview
 - Performance Connection: Goal Setting Employee Guide
 - Manufacturing Standard Work and Cell Design