

Hussain Ali Al Faraj

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Nationality: Saudi
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OBJECTIVE

Motivated and detail-oriented professional with over 10 years of experience in order management, billing operations, and administrative coordination within the oil & gas and insurance sectors. Seeking a challenging role in a dynamic organization where I can utilize my skills in SAP, customer portals, and stakeholder communication to support business efficiency and customer satisfaction.

EDUCATION

King Faisal University
Bachelor in Business Administration, 2017

EXPERIENCE

Baker Hughes Company, Dharan, KSA

Order Management & Billing Specialist, Apr 2020 - Present

- Processed and reviewed customer purchase orders via Aramco DRSS and DILIP systems, ensuring compliance with commercial and technical terms.
- Tracked job tickets through SAP and maintained detailed records from PO issuance to delivery and invoicing.
- Uploaded invoices and supporting documents to client portals and followed up with internal departments for updates and clarifications.
- Acted as the main liaison between customers and operations regarding job status, documentation, and dispute resolution.
- Collaborated with factories and engineering teams to confirm lead times and technical queries.

Administrative Coordinator -Government Relation, Nov 2014 – Apr 2020

- Managed government processes for employee documentation including iqama renewals, visa applications, and Aramco ID issuance Issuing a Purchase order s and Purchase Requests and get the best price from the procurement.
- Prepared employee timesheets and coordinated travel bookings including accommodation and transportation.
- Handled procurement requests and purchase orders, negotiating with suppliers for cost-effective solutions.
- Utilized online platforms such as Qiwa, Muqem, and MOFA for various HR and immigration services.

Trade Union Cooperative Insurance Company

Insurance Operation Officer, Jan 2013 – Oct 2014

- Develop positive working relationships with clients.
- Approach clients via cold calling and direct mail to inquire about their insurance situations and future needs.
- Deliver policy proceeds after a claim is filed and approved.
- Communicate with insurance adjusters about the life cycle of each claim.
- Explain the differences in policy specifics so clients can make informed decisions about their purchases.
- Assist with obtaining underwriting approval.
- Respond to clients' questions and complaints.
- Follow up with clients after initial meetings or conversations.
- Participate in continuing education programs in both insurance and sale.
- Exceeding the target decided by the company of issuing 650 insurance policy on a monthly bases.

Walaa Cooperative Insurance Co.

Insurance Sales & Policy Advisor, Jan 2010 – Dec 2012

- Call potential clients to expand their customer base

- Interview prospective clients to get data about their financial resources and discuss existing coverage
- Explain the features of various policies
- Analyze clients' current insurance policies and suggest additions or changes
- Customize insurance programs to suit individual clients
- Handle policy renewals
- Maintain electronic and paper records
- Help policyholders settle claims
- Exceeding the target decided by the company of issuing 600 insurance policy on a monthly bases.

TECHNICAL SKILLS

- SAP (Systems, Applications, and Products)
- Saudi Aramco DILIP & DRSS Portals
- Microsoft Office Suite (Excel, Word, Outlook).
- Customer Portals & Online Platforms
- Government e-Services (Qiwa, Muqem, MOFA, HRSD)
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PROFESSIONAL SKILLS

- Administrative skills.
- Strategic planning.
- Leading & communication.
- Customers service.
- Building professional relationships.
- Problem solving & Decision-making.
- Negotiation and persuasion.
- Teamwork.
- Self-motivated, and a fast learner

LANGUAGES

Arabic: Native.

English: very good.