

FAISAL ABDULAZIZ KIMBIJI

OPERATIONS MANAGER | CUSTOMER SERVICE | SALES

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SUMMARY

Operations Manager with over 4 years of experience in managing and operating maintenance, sales, and customer service departments.

Specialized in workflow organization, leading field teams, supervising maintenance staff, managing inventory, resolving customer issues, and liaising with government entities.

Possess a proven track record of enhancing operational efficiency, ensuring service quality, and achieving customer satisfaction through practical and innovative solutions.

KEY SKILLS

Operations Management	Customer Service	Vendor Management
Sales Planning	Process Improvement	Inventory Control
Team Supervision	Staff Coordination	Field Operations

PROFESSIONAL EXPERIENCE

Operations Manager & Medical Equipment Technician, Al-Oyaynah Medical co. Jan 2022 - Sep 2024

- Managed daily operations for the medical equipment department, ensuring smooth workflows.
- Supervised maintenance activities and on-site repairs.
- Oversaw maintenance fund, spare parts sales, and service contracts.
- Controlled and audited maintenance and spare parts inventory.
- Developed preventive maintenance schedules and conducted technical repairs.
- Coordinated with vendors to ensure timely delivery and quality of spare parts and services.
- Monitored the execution of field maintenance work to ensure quality standards.
- Prepared regular reports on equipment status and completed maintenance tasks.

Sales, Commercial Development Steps Co.

Apr 2021 - Jan 2022

- Engaged with customers to present products and services.
- Completed sales transactions and recorded orders.
- Provided after-sales support to maintain customer satisfaction.

Sales Representative, Mashariq Al Abyad Co. Ltd

Nov 2014 - Oct 2015

- Promoted products and increased customer awareness.
- Maintained communication with existing and potential clients.
- Prepared regular sales and revenue reports.

EDUCATION

Bachelor's Degree in Computer Science

Aug 2014 - May 2020

Umm Al-Qura University

ADDITIONAL INFORMATION

- Languages:** English, Arabic.
- Certifications:** Crowd Management Certificate – Nahj Al-Maarefah Institute, 2025 & Comprehensive Compliance Certificate – Ministry of Hajj and Umrah, 2025
- Key Achievements:** Discovered a manufacturing defect in Dragon Company medical equipment & Identified a critical flaw in Devilbiss U.S. medical devices.