

Abdullah Faisal

PROFESSIONAL SUMMARY

Hardworking and ambitious Supervisor and Team Leader with over 15 years of experience in supervision, team leading, employee guidance and motivation, and managing multi-functional teams. Proficient in providing support and guidance to staff, coordinating resources to meet and exceed targets, and resolving conflicts or issues among staff. Efficient in delegating tasks, monitoring employee performance, ensuring compliance with company policies, minimizing expenses, and budget administration. Ready to start a new career, with new and different challenges, and advance team performance to achieve the company objectives with dedication and enthusiasm.

WORK EXPERIENCE

General Supervisor, 07/2018 – 09/2023

Future System Company – Egypt

- Championed employee development initiatives designed to enhance the skill sets of team members, leading to improved job satisfaction rates among staff.
- Expanded business operations through strategic planning initiatives targeting growth opportunities within the market landscape.
- Developed strong relationships with clients to ensure satisfaction and maintain long-term partnerships.
- Implemented quality control measures for consistent product output and customer satisfaction.

Team Leader, 05/2014 – 06/2018

Bajabir Institute – KSA

- Set performance expectations for the team, monitored progress towards goals, and provided constructive feedback as needed.
- Empowered team members by delegating responsibilities according to individual strengths and areas of expertise.
- Enhanced team productivity by implementing efficient work processes and regularly reviewing performance metrics.

Administrative Assistant, 09/2011 – 03/2014

Mubarak Institute for Telecommunications – KSA

- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Ensured accurate record-keeping with diligent data entry and database management for vital company information.

Customer Service Representative, 02/2008 – 07/2011

Bayan Company for Financial Consultations – KSA

- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

CONTACT

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ACCOMPLISHMENTS

- Participated in organizing the spare parts warehouses of Batis Auto Parts Company
- Participated in organizing customer data for Bajabir Company

SKILLS

- Interpersonal Communication Skills
- Effective Team Leadership
- Workload Prioritization
- Multi-Tasking Abilities
- Microsoft Office Suite
- Relationship Building
- Attention to Detail
- Technical Support
- Negotiation Skills
- Problem-Solving
- Decision-Making
- Critical Thinking
- Active Listening
- Data Entry

LANGUAGES

Arabic: Native Language

English: Intermediate (B1)