

NASSER ALQAHTANI

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[LinkedIn](#)

PROFESSIONAL SUMMARY

Bilingual Quality Assurance & Admin Support Specialist with 2+ years of experience in program evaluation, performance reporting, and operational support. Currently self-employed in the auto parts sector, demonstrating customer service, negotiation, and logistics skills. Proven ability to support decision-making through structured analysis and stakeholder coordination. Seeking to contribute to organizations focused on operational excellence and service quality.

PROFESSIONAL EXPERIENCE

Quality Control Officer

Dawah Office – Sadeeq Al-Khair Dept, Riyadh | Jun 2017 – Mar 2019

- Assessed 10+ outreach programs using structured frameworks, boosting engagement by 20%.
- Delivered 15+ reports with data-driven insights, improving performance metrics by 30%.
- Collaborated with 5+ teams to align outreach content with cultural standards, enhancing feedback scores by 25%.
- Led monthly KPI reviews using Excel dashboards, reducing service issues by 15%.

Representative for Scrapyards — Nasser Auto Parts Services

Self-employed – Riyadh, Saudi Arabia | June 2019 – Present -- Maroof Certificate No. 365218

- Built and served a network of 50+ monthly clients across Saudi Arabia and the Gulf, managing requests and profiles via WhatsApp Business.
- Sourced and delivered 5–6 auto parts daily from scrap yards, ensuring part compatibility for individuals, workshops, and companies.
- Qualified leads through down payment policy, improving operational efficiency and minimizing wasted effort.
- Promoted services through Haraj, TikTok, Google Ads, and offline partnerships with repair shops.
- Maintained a 95% satisfaction rate with 50+ positive reviews, and operated under a verified “Marouf” freelance license for regulatory compliance.

KEY SKILLS

- Quality Evaluation
- Admin Support
- Customer Service
- Report Writing
- Workflow Optimization
- MS Office & Google Suite
- CRM/ERP Basics
- Email Marketing
- Negotiation & Sourcing
- Bilingual Communication
- Logistics Coordination

CERTIFICATIONS & TRAINING

- Product Management & Business Analytics – Misk Academy, 2021
- Digital & Email Marketing – Misk Academy & For9a, 2021
- Artificial Intelligence for Business – Misk Academy, 2021
- Future of Work & Job Interview Skills – Misk & Udemy, 2021

EDUCATION

High School Certificate – Scientific Track

Graduated with Distinction (91.71%) – Riyadh | June 22, 2018

LANGUAGES

- Arabic: Native
- English: Fluent — STEP Score: 79 (TOEFL 487 / IELTS 6.0 equivalent) — May 2024