

Abdullah FAIZ MOHAMMAD

✉ Al Malaz - Riyadh, KSA

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Nationality: Pakistan

27 years



EDUCATION BACKGROUND

2013 **H.S.S.C.** – Pakistan International School – Riyadh (Kingdom of Saudi Arabia)

2011 **S.S.C.** – Pakistan International School – Riyadh (Kingdom of Saudi Arabia)

Languages: Arabic: Intermediate
English: Advanced
Urdu: bilingual
Pashto: mother tongue

IT: Microsoft Office

PROFESSIONAL EXPERIENCES

Jun. 2021 – till now

Inbound Team Member

Nana is the largest digital grocery shopping platform – Riyadh (Kingdom of Saudi Arabia)



- Monitor and supervision the quality and daily tasks assigned to the team
- Analyze all the issues raised by the customer and provide the needed information to deliver the best solution and services for the customers
- Recommend the needed change in the organization by analyzing all related to customer's data and behavior to improve the services
- Decision support Analyze and monitoring any new service in the organization monitoring and reporting the collection and customer care log

Jan. 2018 – Jun. 2021

Logistics Supervisor

SMSA Express Transportation Co.Ltd – Riyadh (Kingdom of Saudi Arabia)



- Create and cultivate a safe environment by identifying safety opportunities across the working areas
- Manage and train Associates to help deliver the best service for our customers – team of 25 Associates in total
- Ensure that customer orders are fulfilled in line with quality and safety guidelines
- Continuously provide critical shift related information to frontline management and operators
- Adjust labor allocation throughout shifts to meet and exceed plans and forecasts
- Engage with support functions and/or other departments to address common issues or needs in key areas of performance e.g., process area readiness, safety, training
- Help to solve logistics and supply chain challenges through data analysis, innovation and process optimization

Mar. 2015 – Dec. 2017

Retail Floater Associate

SMSA Express Transportation Co.Ltd – Riyadh (Kingdom of Saudi Arabia)



- Facilitate the flow of information between logistics, suppliers and sales to ensure timely and accurate service to customer base
- Cash collection and cash reconciliation management across the retail branches
- Maintain appropriate records and reports required for daily shipping and inventory control
- Involvement in continued process improvement and cost reduction
- Maintain clean, orderly and safe branches
- Answer / make phone calls using proper phone etiquette
- Communicate with inside and outside contacts to ensure loading of vehicles on time and troubleshoot any issues

SKILLS

Young, dynamic, hardworking, quick learner, capacity to work under any environment, enjoy team working, dedicated, loyal, focused