

Ali Al-Mutib

+966 50 302 0870 almutib.ali@icloud.com

Summary

I am a self-motivated individual with several years of HR, business administration and Customer service experiences. I have a strong understanding and hands-on experiences in core principles and methodologies in business administration, HR, Customer service, payroll, ERP, SAP, Concur, Oracle systems and Microsoft suite. I am also a quick learner with strong analytics, problem-solving, and communication skills.

Technical Skillsets

- **Microsoft Office Suite:** Word, Excel, Outlook and Access
- **SAP, CITIRX and Oracle:** Indoor/outdoor material, inventory, Shipment tracking. ERP, account payable, receivable, project and administration

Employment History

Contact Center Executive

October 2018 – March 2020

eXtra United Electronics Company, Dammam

- Own and manage the customer relationship resolving calls in an efficient and timely manner.
- Liaise with other departments within the company to resolve account queries.
- Working as part of a team to ensure the Customer Services function offers World Class Customer Service at all times.
- Provide internal and external customers with accurate and timely information.
- To communicate positively with all involved departments in order to facilitate customers receive the expected distinguished service.
- Create and promote an environment that fosters both individual and team development to ensure the outstanding delivery of customer service.
- Mentor and support new employees.

Catering Operations Coordinator

March 2018 - August 2018

Patisserie Suisse Co

- Able to multi task with front and back of the house catering procedures employees.
- Guide staff with event planning, training and execute events
- Provide excellent customer service to all guests and clients, possess top organizational skills, detail oriented.
- Take inventory for equipment, supplies and keep items in top condition.
- I was involving in receive and delivery materials.
- Collected, classified and analyzed customer complaints in internal system, generated recommendations and held monthly training sessions for colleagues
- Operated a social media platform “Welcome Freshmen”, collected and analyzed customer needs and posted attractive information accordingly, increased the number followers to 20,000 in two months in 2014

Education

BBA: Business Administration Management

May 2012- August 2017

Saginaw Valley State University. United States-MI

- Majored in Business Administration Management
- Minored in Finance

Professional Certificate

- Excellence in Customer Centricity July 2019
- Coronavirus Infection Prevention and Control April 2020
- Fundamentals of Management April 2020
- Labor Education According to Saudi Labor June 2020