

**MARYAM ALI SWAIKET**  
SAYHAT, SAUDI ARABIA • +966 568670081 •

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**CAREER OBJECTIVE**

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A business professional with 15+ years of diversified experience in driving business growth through highly focused sales, and customer service initiatives, complemented with ability to handle customer complaints. Seeking an enduring position with a progressive organization wherein accrued skills and expertise can be effectively utilized to achieve organizational targets and establish a customer service focused environment.

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**SKILLS**

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- Business Development, Marketing, Sales, Customer Relationship Management
- Quotations, Processing Orders, Tracking Quotations, Complaint Handling
- Negotiation Skills, Collecting Feedback.
- Keen attention to detail and accuracy
- Order Placement, Minimum Order Quantity, Inventory Management
- Interpersonal Skills, Training, Orientation, Job Descriptions, Performance Evaluation
- Knowledge of supply chain logistics and Planning
- Communication & Interpersonal Networking, Analytical & Problem Solving, Team Building
- IT: MS Word, MS Excel, MS PowerPoint, Internet Usage, SAP System
- Language: Fluent in English and Arabic

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**PROFESSIONAL EXPERIENCE**

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**Procurement Officer**  
**Abdulla Fouad Company – Dammam- Saudi Arabia**

**Feb 2022- Present**

**Key Responsibilities:**

- Handling Direct and Indirect Purchase Requisitions in ERP. Double check the data included by the Requestor in the system (Procurement category, scope of supply, cost centers and financial details, approval chain applicable according to the workflows defined. Confirm Incoterms, Payment terms, and any other mandatory field to process the request.
- Cross check suppliers' quotes, perform necessary negotiations and confirm delivery dates, quantities, prices, contractual conditions
- Proactive follow-ups with suppliers on order/shipment status and sharing ETA with Purchase requestors and project teams
- Adjust or modify POs in the backend system to make any necessary changes. Maintaining files of Approved POs and present them for annual procurement audit.
- Create purchase orders and tally these with supply requests and orders. and communicate any supply problems which may impact on business operations
- Responsible for planning and coordinating shipments (Land, air & Sea) and act as a first point of contact for our suppliers, forwarders & brokers for inbound receiving
- Processing payments and following for reimbursement for Suppliers & clearing agents.
- Contact suppliers to resolve price, quality, delivery or invoice issues

**Executive Secretary & Administration & Sales Assistant**  
**Abdulla Fouad Company – Dammam- Saudi Arabia**

**Jan 2019- Jan 2022**

**Key Responsibilities:**

- Provide administrative and clerical support to departments or individuals.

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- Schedule meetings and arrange conference rooms.
- Manage travel arrangements for the employees.
- Manage spreadsheets.
- Prepare confidential and sensitive documents.
- Prepare agenda for meetings.
- Plans events and volunteer activities.
- Maintain hard copy and electronic filing system.
- Sign for UPS/Fed Ex/Airborne packages.
- Preparing summery sheets for the fuel charges and petty cash.



**Customer Service Coordinator**  
**Kimberly Clark Olayan, Dammam – Saudi Arabia**

**December 2014 – Nov 2018**

### **Key Responsibilities:**

- Exhibiting highest standards of professional objectivity, independence and technical excellence of Customer Service Processes and successfully meeting and achieving service quality standards.
- Striven to achieve productivity and performance goals within assigned timelines; implementing solutions for minimizing costs while ensuring strict conformance to business.
- Regularly updating MFG-Pro with sales orders provided by sales team with total accuracy and clearly specifying details like price, quantity and SKU codes.
- Following-up with Finance department/ National Sales Manager for order approvals; generating pick tickets for warehouse to release orders on/ before cut-off time.
- Managing entire spectrum of stock management function via MFG-pro – evaluating stock requirement, checking stock availability and allocating them as per requirement. Resolving stock issues.
- Diligently updating the system for return sales orders on time and as per details provided by warehouse. Providing guidance on improving service quality and minimizing stock returns.
- Working in collaborating with sales team and customers on product recall documents; offering direction to team members to successfully deliver on customer's expectations.



**Business Development Head**

**Power Team Trading & Contracting Co., Khobar – Saudi Arabia**

**February 2014 – November 2014**

### **Key Responsibilities:**

- Conducted business analysis, identified and ensured any downsides are adequately compensated.
- Cultivated professional and proactive relations with clients, developed a customer centric approach, analyzed cross selling opportunities and ensured customer satisfaction
- Negotiated with clients on pricing, sale terms, and service level agreements while devised strategies that balance between organizations profit interests and business acquisition.
- Evaluated product dynamics, market opportunities to optimize and deliver efficient services while fostered long-term business relationships.
- Addressed key client queries and resolved them in an expedited manner, promoted sustained revenue growth through client retention, referral generation and leveraged cross-sales opportunities.



**Customer Service Representative**

**Flowserve/Abahsain Co., Khobar – Saudi Arabia**

**August 2008 – January 2014**

### **Designation Chronology:**

- Aug 2008 – Jan 2014: Customer Service Representative
- Oct 2009 - Oct 2010: Admin Head & HR

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- Aug 2008 - Sep 2009: Training Coordinator

## Key Responsibilities:

- Prepared competitive quotations for customers while kept prices of substitute products in perspective, ensured that customers buy company's products.
- Processed orders given by customers, tracking quotations, and followed up with different departments for timely delivery of orders placed.
- Interfaced with customers, listened to their complaints, forwarded those complaints to relevant departments, and followed up for immediate resolution of their problems.
- Kept a continuous liaison with customers to inform them about their orders in process.
- Collected customer feedback while communicated the same to higher management on taking appropriate actions to improve the order processing system.
- Ensured that all parts on demand are available while placing orders with vendors to maintain minimum inventory required.
- Remained updated on new products and services offered by the company, while explored opportunities to sell them to customers.

## Key Responsibilities as Admin Head & HR:

- Performed important HR functions including screening, interviewing, testing applications.
- Maintained important records for the HR department including new hires, transfers, terminations, increments, and other important data of confidential nature.
- Assisted the newly hired employees to settle in their job responsibilities by providing orientation, clearly communicating job descriptions, and reporting procedures etc.
- Ensured compliance with labor laws as well as internal HR policies of the company in hiring, salary structure, firing and other critical human resource management scenarios.
- Assisted different departments in hiring new employees by understanding their specific needs and accordingly placing advertisements in most suitable hiring channels available.
- Managed important day to day tasks including resolving conflicts among employees or departments.

## Key Responsibilities as Training Coordinator:

- Critically analyzed training needs of different employees, conducted meetings with top management to recommend improvements in trainings.
- Working with the senior human resource management to develop smarter training sessions.
- Coordinated the events from the beginning till the end, managed all aspects, arranged the event, and sent invitations to invitees.
- Remained updated with the contemporary human resource and administration policies by regularly participating in trainings offered by the company.
- Followed up on regular basis with different ongoing organizational trainings, fulfilling requirements like provision of technical resources, availability of materials or supplies required, and gathered feedback from students to find ways of improving the training offered.



## Receptionist

December 2007 – July 2008

Saad Specialist Hospital, Khobar – Saudi Arabia

## Key Responsibilities:

- Welcomed all incoming visitors and patients to the hospital in person or calling on phone while answering their queries or forwarding calls to relevant doctor or person in the hospital.
- Ensured that patients were satisfied by timely arranging appointments, coordinating with different departments to cater any special patient needs, and managing visitors outside doctor clinics.
- Managed other day to day tasks including verification of patient data, assuring receipt of payments, checking payment procedures for compliance, and registering required data in daily patient record.
- Protected patient's rights by maintaining all information of confidential nature while helping distressed patients in case of medical emergencies.

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## EDUCATION

Girls College of Art, Dammam – Saudi Arabia

Bachelors in English Language (June 2007)

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**TRAINING AND CERTIFICATIONS**

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- MicroStation
- Excel Level 2

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**PERSONAL INFORMATION**

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- Nationality: Saudi
- Driving license: Yes