

Contact

Dammam
0548763360 (Mobile)
masood.akk95@gmail.com

www.linkedin.com/in/masood-abdul-karim-826084167 (LinkedIn)

Top Skills

Data Entry
Managing Workflow
Supervisory Skills

Certifications

UK KSA COURSE
Anti Bribery and Corruption
Corporate Security
Online Genesis
Information Security - SAFE

Masood Abdul Karim

Regional CS Support Executive at Salman Group.
Saudi Arabia

Summary

A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment, now looking for a career advancement opportunity with a company that will allow him to develop his skills & potential.

Experience

Salman Group

Regional CS Executive

May 2021 - Present (3 months)

Dammam 2nd Industrial City, Eastern, Saudi Arabia

Supply Chain Planning.

Job order creation for production.

Cost estimation.

Key account execution.

Investigated and resolved queries relating to Customer queries.

Maintained accurate and up-to-date customer details and account records.

Provide support and queries to key account customers.

VFS Global

Customer Service Officer

November 2019 - May 2021 (1 year 7 months)

Al Khobar, Eastern, Saudi Arabia

Core Experience and Knowledge in Visa and immigration for UK, Canada, Schengen and India.

Core Experience and Knowledge in Philippines Passport services.

Core Experience and Knowledge in India Visa and Passport services.

Handling Customer inquiries related to Visa and Passport services.

Handling Sales Activities related to our Value added services.

On Demand Mobile Visa to Clients.

Promoting Sales services and Products to Travel agencies and clients.

Sales and Promotion of Britain Travel Shop only assigned to VFS GLOBAL.

Handling and capturing Biometrics of applicants to Embassies.

DHL Express

Customer Accounting Admin

June 2018 - November 2019 (1 year 6 months)

Dhahran, Eastern, Saudi Arabia

Investigated customer queries.

Investigated and resolved queries relating to non-payment of invoices and escalated risk issues.

Maintained accurate and up-to-date customer details and account records.

Provide supporting documents and queries to key account credit controllers.

Updating and maintaining customer records.

Send invoices and statements to customers as requested.

Assist in new account application by obtaining satisfactory credit references.

Gather all data for new accounts for manager approval other administrative duties as required.

Provide administrative support to the credit control finance functions.

Attaching and Sorting Customer invoices and supporting documents for shipments and deliveries. Receiving customer credit payments through cash, cheque and span.

Solving invoice payment related issues to the credit control team and customers.

Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.

Review data for deficiencies or errors, correct any incompatibilities if possible and check output

Research and obtain further information for incomplete documents

Assisting Customers inquires and needs through Email.

Providing Invoices and Custom Receipts to Customers.

Data Inputting and Scanning Custom Receipts using Company Software.
Answer telephones and transfer to appropriate staff member.
Create and modify documents or enter data using Microsoft Excel and other company software.
Perform general clerical duties including but not limited to: photocopying, mailing, and filing.
Respond to queries for information and access relevant files
Comply with data integrity and security policies
Ensure proper use of office equipment and address any malfunctions
Maintain hard copy and electronic filing systems.
Collect and maintain PC inventory.

Zahra Hassan Al Sheef Gen Con. Est.

2 years 6 months

Sales Representative

April 2017 - June 2018 (1 year 3 months)

Al-Dammam Governorate, Saudi Arabia

Present, promote and sell products/services using solid arguments to existing and prospective customers.
Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.
Establish, develop and maintain positive business and customer relationships.
Reach out to customer leads through cold calling.
Expedite the resolution of customer problems and complaints to maximize satisfaction.
Achieve agreed upon sales targets and outcomes within schedule.
Coordinate sales effort with team members and other departments.
Analyze the territory/market's potential, track sales and status reports.
Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
Keep abreast of best practices and promotional trends.
Continuously improve through feedback.

Office Assistant

January 2016 - March 2017 (1 year 3 months)

Al-Dammam Governorate, Saudi Arabia

- Organize office and assist associates in ways that optimize procedures.
- Sort and distribute communications in a timely manner.
- Create and update records ensuring accuracy and validity of information.
- Schedule and plan meetings and appointments.

- Monitor level of supplies and handle shortages.
- Resolve office-related malfunctions and respond to requests or issues.
- Coordinate with other departments to ensure compliance with established policies.
- Maintain trusting relationships with suppliers, customers and colleagues.
- Perform receptionist duties when needed.

British Council

Invigilator

October 2015 - December 2016 (1 year 3 months)

Al-Khobar Governorate, Saudi Arabia

Assisting with setting-up examination venues by laying out stationery, equipment and examination papers in accordance with strict procedures. Assisting candidates prior to the start of examinations by directing them to their seats and advising them about possessions permitted in examination venues. Offering advice and guidance to unregistered candidates without allocated seats.

Ensuring that candidates do not talk once inside examination venues.

Invigilating during examinations, dealing with queries raised by candidates and dealing with examination irregularities in accordance with strict procedures.

Checking attendance during examinations.

Recording details of late arrivals and early leavers and collecting scripts from early leavers.

Escorting candidates from venues during the examinations as required and supervising candidates whilst outside examination venues.

Collecting and collating scripts at the end of the examination in accordance with strict procedures.

Assisting with the preparation of script envelopes.

Supervising candidates leaving examination venues, ensuring that candidates do not remove equipment or stationery from the venue without authorization and ensuring that candidates leave venues in an orderly and quiet manner.

AL HUSSAN EDUCATIONS & TRAINING

Helpdesk

January 2014 - November 2015 (1 year 11 months)

Al-Dammam Governorate, Saudi Arabia

Provide technical assistance and support for incoming queries and issues Related to computer systems, software, and hardware. Respond to queries either in person or over the phone.

Write training manuals.

Train computer users.

Maintain daily performance of computer systems.

Respond to email messages for customers seeking help.

Ask questions to determine nature of problem.

Walk customer through problem-solving process.

Install, modify, and repair computer hardware and software, Clean up computer wiring's.

Run diagnostic programs to resolve problems.

Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Education

University of Portsmouth

Bachelor's degree, Business Information Systems

Informatics Education Ltd.

International Advanced Diploma, Business and information technology · (2015 - 2017)

Informatics Education Ltd.

International Diploma , Business and Information Technology. · (2015 - 2016)

British Council EnglishScore

Certificate, IELTS · (2017)

Gulf International School

IGCSE & A LEVELS, British Curriculum · (2001 - 2013)