



# MASOOD ABDUL KARIM KHAN

**Phone: (0548763360)**

**Email: masood.akk95@gmail.com**

**Iqama: valid and transferable**

At Tubayshi, Street 2 A, Dammam, KSA

## 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

### OFFICER - OPERATIONS | NOV 2019 - PRESENT

#### VFS GLOBAL, ALKHOBAR, KSA

- Reporting to the Senior management about company processes and procedures
- Reporting to management daily revenues for value added services.
- Monitoring adherence to policies and processes throughout the company.
- Improving business functionality to align with core business objectives.
- Quality checking business end of day reports.
- Visa and immigration related work involved.
- Handling client's immigration data and records.
- Coordinating with management team to fulfill embassy Requirements related to client's visa applications.
- Submission of client's visa applications to the embassy.
- Facilitation of visa related issues and enquiries to the embassy.
- Capturing biometrics of clients and submitting it to the embassy.
- Assigning staff objectives and daily roster.
- Use of Microsoft Dynamics CRM.
- Resolve customer complaints via phone, email.
- Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
- Make recommendations to management to improve customer experience.
- Answer customer inquiries via phone, email, and in-person.
- Receiving and screening phone calls and redirecting them when appropriate.

## Skills

Well versed in Microsoft Applications: Excel, PowerPoint, Word and Outlook.

Well versed in Customer relation Management-CRM

## Languages

Proficient in English, excellent communication, reading and Writing.

Fluent in Arabic, Urdu and Persian.

## Abilities

- Administrative support specialist
- Flexible
- Works well under pressure
- Spreadsheet management
- Excellent communication skills
- Invoice processing
- Filing and data archiving
- Database management
- Data Entry
- Managing Workflow
- Office Administration
- POS
- Customer Service
- Arranging meetings and correspondence
- Teamwork

## **CUSTOMER ACCOUNTING ADMIN | JUNE 2018 - NOV 2019**

### **DHL EXPRESS COUNTRY OFFICE, DHAHRAN, KSA**

- 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 copy 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.
- 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.

## **SALES REPRESENTATIVE | APRIL 2017 - JUNE 2018**

### **ZAHRA AL SHEEF GEN. CONTRACTING. EST., DAMMAM, KSA**

- 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 | JAN 2016 - MAR 2017**

**ZAHRA AL SHEEF GEN. CONTRACTING. EST., DAMMAM, KSA**

- 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.

**INVIGILATOR | OCT 2015 - DEC 2016**

**BRITISH COUNCIL (PART TIME), ALKHOBAR, KSA**

- 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.

## **Education**

### **Informatics Academy.**

International Advanced Diploma in Business and Information Technology.

*Graduated January 2017*

*Dammam, Eastern Province*

### **Informatics Academy.**

International Diploma in Business and Information Technology.

*Graduated May 2016*

*Dammam, Eastern Province*

### **Gulf International School.**

GCE O Level, GCE AS Level, GCE A Level.

*Graduated June 2013*

*Al Khobar, Eastern Province*

## **References**

*Will gladly furnish personal and professional references on request.*