

# Bahauddin Albuhasi

Dammam, Eastern Province Saudi Arabia

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## Professional summary

- Motivated projects manager with 15 years of expertise Recognised for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organised with excellent leadership and team building record.
- Experienced project manager customer service professional with strong leadership and relationship-building skills.

## Work History

2006 – 2018 Projects Manager Customer Service Executive,

Schneider Electric for Service and Solution, Dammam Saudi Arabia

- Researched and updated all required materials needed for firm and partners.
- Generated 12% in annual savings by implementing new process and reducing wasted resources.
- Monitored multiple databases to keep track of all company inventory.
- Supported site engineers in improving operations and resolving issues to deliver top-notch customer service.
- Create documents, clearances, certificates and approvals.
- Adeptly handled of inbound calls per day, generating in sales revenue annually.
- Follow up the implementation team at the sites, which makes the handover of the project on time.
- Improved company customer service rating by 15%.
- Supported Chief Operating Officer with daily operational functions.
- Responsible to do all projects process in company systems.

1997 – 2006 Eastern Region Branch Manager

Al Rimal Trading and Contracting Est.- Dammam Saudi Arabia

- Performed initial client assessment and analysis to begin research process.
- Assisted various business groups with document organisation and dissemination during acquisitions.
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Assessed employee performance and developed improvement plans.
- Brought in more than 15% more customers by identifying preferences and delivering desired services.
- Created strategies to develop and expand existing customer sales, which resulted in increase in annual sales.

## Skills

- Customer service experience
- Customer relations
- Customer assistance and interaction
- Managerial background
- Good communication skills with both oral and written
- Computer, Microsoft office , SAP system.

## Education summary

1987

Bachelor of Science, Engineering Agriculture  
King Saud University Riyadh

## TREANING / SEMINARS / WORKSHOPS

- Basic Electrical Safety.
- Safety Training for service.
- Risk Assessment and Management for Solution.
- Communication - Connecting to People.
- Building on The Values and Motivation.
- 40 Principles of Schneider Production System.
- Principles of Responsibility.
- Project Identification.
- Test : Global Solutions Business Essentials.
- Organize the Project and Negotiate for Resources.
- Identifying the Management Style to Adopt with a team Member.
- How to Improve Coaching by Understanding People Better.
- Control the Project.
- Close the Project.
- Analyzing a complex Problem by Using an Issue Tree.
- Advanced Excel skills.
- customers service
- Electronic scales.
- Project management as a life skill