

Fouad Mohammed Almubasher

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OBJECTIVE

Seeking a challenging & progressive role with a multinational professional (well organized) company which can utilize my skills and gives me a chance to further enhance my skills to meet the goals & objectives of the organization.

WORK EXPERIENCE

Service Desk Operator / Administrator at KBR Company From MAY2019 – MAY2020

⇒ Service Desk Operator Responsible for the operation of the call center. Applies policies, procedures and best practice processes to support call center operations. Answers calls in a timely fashion and according to guidelines. Takes action resulting from calls. Under direct supervision, solves routine problems requiring detailed knowledge of the company policy and processes. Relies upon experience, interpersonal skills, and broad knowledge of field to ensure task completion in compliance with policies, procedures, and business strategy. Effective oral and written communications are required.

➤ **“Scheduler planner / Administrative Clerk”** **JAN 2018 – JAN 2019**

Working on “SAP” & Scheduling System under Saudi Aramco Creating an MMT tickets for Facilities, Remote Area all over the kingdom etc, Under “**Saudi Aramco Central Community Services Division**” In Dhahran.

➤ **Customer Service at (SABB BANK).** **Mar 2016 – Apr 2016**

✓ **Main Tasks & Responsibilities:**

- Receive incoming calls from customers.
- Answer all customer inquiries and act on their feedback.
- Cross-sell suitable SABB Products to customers when ever possible.
- Processes customer request on time.

➤ **AZMEEL Contracting and Construction Company – Jubail, Saudi Arabia**

“HR Coordinator “ **2005 – 2009**

- Maintaining new hire, employee, and absentee reports “weekly or monthly”.
- Schedule meetings interviews as requested by the director of HR Manager.
- Assists with recruitment and interview process.
- Completes Forms, documentation and files.
- Processed new employees into company database; created specific IDs and profiles to ensure employment guidelines were followed.
- Assisted in the composition of international employee ledgers for the purpose of satisfying all government regulations.
- Assisting with new employee hiring processes & Answering employee requests and questions.

EDUCATION

- **Bachelor of Business Administration in Management** **May 2014**

- Saginaw Valley State University, University Center, MI / Michigan United States
- Minor: **Finance**
- GPA: 3.3459 **OUT OF 4**

COURSEWORK

Marketing Principles	Advanced Financial Management
Human Resources Management	Management Organizational Behavior
Small Business Management	Management Franchising
Management Business and Society	Management Executive Strategies and Principles

TRAINING

Project Support & Microsoft Office from 25/09/2005 To 25/05/2006

SKILLS

Strong Communication Skills, Team Work, HR Policies, Problem Solving, Decision Making, Taking Challenges, Employee Relations & Microsoft Office Applications

HONORS/ AWARDS/ ACTIVITIES

- **Deans' List, WI 2012 / FALL 2012 AND WINTER 2013**
- **Volunteer, SVSU Office of International Programs (OIP)**
- **Volunteer, Theatre in Performing Arts Class**

REFERENCES

Will be refurbished upon request