

# Ahmed Ali AL Muslem

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## Profile :

- Skilled in working with diverse population.
- Strong focus on customer: Creative and compassionate approach to engaging, motivating, guiding and supporting other co-workers.
- Skilled in problem-solving, relationship development and management, active listening and organization.
- Personable, resourceful, conscientious, flexible and energetic.
- Capable working and solving problem under pressures.
- Utilized Microsoft software and technical usages.
- Skilled customer service experience.
- highly managed the circumstances capacity to utilize thoughtfulness and strategy.
- Advanced note taking and capacity to speak with other staff and managers.
- Self-starter with the capacity to practice free judgment, step up and be inventive.
- Excellent decision making ability and problem solving skills.
- Able to lift 50+ pounds.
- Fast learning in utilizing ArcGIS software.
- Skilled using graphic software. **September 2016-Oct2020**
- Knowledge and maintained Management System.
- Advanced Utilizing graphic software Adobe: illustrator, Photoshops .and etc. **September 2016-Oct2020**
- Utilized graphic software AutoCAD.

## Education and Certification:

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|--|------------------------------------|
| Bachelor of Environmental Design and Planning            | <b>September 2014- August 2017</b> |
| • Fanshawe College London Campus                         |                                    |
| General Arts and Sciences certificate                    | <b>May 2017 - August 2017</b>      |
| • Fanshawe College London Campus                         |                                    |
| WHMIS Safety Certificate                                 | <b>September 2015</b>              |
| Business Administration- Leadership & Management Diploma | <b>September 2014- August 2016</b> |
| • Fanshawe College London Campus                         |                                    |

## Relevant Experience:

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### **Ideas & Concepts Arabian Company Limited** **March 2019- Sep2021** **Coordinator & Administrator Assistance**

- Prepare executives daily and weekly schedules including all required preparatory materials.
- Facilitate meetings and events by planning agendas, reports, and formulating follow-up minutes & action plans.
- Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders
- Maintain electronic and paper records ensuring information is organized and easily accessible
- Conduct research and prepare presentations or reports as assigned

**Oriental Yields LTD. October 2019- March2021  
*Customer Experience & Service Assistance Production Coach***

- Crowd Management.
- Coordinate Customer Service.
- Provide Direct & indirect Customer.
- Review & Resolve Escalations.
- Evaluate Shift team
- Develop forecasts, financial needs, and business plans.
- Meet goals and metrics & Train New Hires.

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**Mobily Telecommunications company. October 2017- Sep 2019  
*Customer Care & Team Leader Relations***

- Attracts potential customers.
- Maintains customer records & updating account information.
- Resolves product or service problems & clarifying the customer's complaint;
- Maintains financial
- Customer service, human resources, administration and sales.
- Assess local market conditions and identify current and prospective sales opportunities.
- Meet goals and metrics.
- Direct all operational aspects including distribution operations.

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**CrossMark Cooperation September 2015- August2017  
*Assistance Coordinator Marketing Manager & Editing IT Event specialists***

- marketing representative field
- Retail products & Customer Service helper
- Representative Demos
- Payroll specialist
- Data Analysis
- CRM Relations & CRM Sales Specialist
- Marketing analysis

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**Volunteering :**

- London Community centre call centre representative **January 2015- August 2017**
- Staff management Saudi Students Society **September 2010 – August 2016**
- Sales associate & Customer Service in Bell Cooperation **Jan 2014- August 2015**
- Saudi Student Society Leadership member **April 2009- December 2013**
- South Sudan Community Centre stuff member **August 2010 - December 2013**
- Vancouver Turkish community **April 2009 - April 2010**

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**Additional Information:**

- Languages:** English, Arabic, French, Spanish & Turkish
  - **Computer Skills:** Skillful experienced of Microsoft Office
  - **Design Skills:** AutoCAD, Photoshop, Lightroom & SketchUp
  - **Software skills:** Siebel Software, ArcMap, & CRM
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