

PERSONAL INFORMATION

Name: Salman Ali Jabr Al Jabr

Date of Birth: 08/02/1989

Saudi Arabia Dammam

Major: Accounting and Management Sciences

Occupation: Dispatcher, Shift supervisor

Mobile Number: 054 299 3676

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Professional Summary

A dispatcher with excellent leadership and problem-solving abilities. Highly organized and proactive with a solid understanding of scheduling actions, adjusting routes, and prioritizing issues. Dedicated to efficiency and reliability in personal work and collaborative projects.

Dedicated Team Leader promoting quality assurance, issue resolution, and interpersonal communication skills. Bilingual and proficient at troubleshooting and supervising teams.

Experiences



1 - Customer Care, Abyat Company

Khobar | 2011 – 2014

Customer care, installation, and after-sales service.

Worked under strict deadlines and responded to service requests and emergency call-outs.

Resolved customer issues using strong interpersonal skills and conflict resolution techniques.

Coordinated schedules and day-to-day activities of 40 employees to satisfy project needs with minimal delays.

2 - HR Coordinator, Makamin off shore Company

Khobar | 2015 – 2019

Successfully recruited 35 employees over two years, increasing employee retention rate by 30%.

Follow-up work schedules for five vessels for a crew of 100 employees.

Supported hiring managers throughout the recruitment process by participating in interviews, coordinating training, and scheduling work.

3 - Dispatcher, Limousina - Ajalat Logistic Services

Khobar |2019 - Current

Answered calls efficiently and professionally, gathering accurate booking information to ensure appropriate taxi dispatch.

Processed advanced and specialist bookings effectively and efficiently, updating records with necessary information.

Entered customer information into ERP dispatch system to effectively assess nearby drivers and deliver timely service.

Provided detailed training and mentoring for each new team member, including safety protocol workshops, to optimize the performance and productivity of all crew members.

Created detailed, accurate summaries and reports.

Provide performance reviews and feedback to ensure high performance

Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.

Communicated and coordinated with multiple departments.

Prepared shift schedule and reports measuring team performance

Controlled the continuous operation of SBLs DH and Tanajib and Riyadh activity, making real-time decisions to ensure production requirements were met to task specifications

Maintained continued compliance with safety regulations, enhancing productivity and operational safety.

Ensured smooth-running, timely dispatch through SAP and ERP for faultless service

Skills

- >
 - *Strong organizational skills*
 - *Multitasks*
 - *Scheduling and office admin*
 - *Attention to detail*
 - *Excellent communicator*
 - *Logistics*
 - *Crew leadership*
 - *Transportation scheduling*

Courses

- >
 - *English course*
 - *Accounting*
 - *Microsoft 365 Services and Concepts*
 - *Elementary First Aid*
 - *Personal Survival Technique*
 - *Fire Prevention and Fire Fighting*
 - *Proficiency in Security Awareness*
 - *Certified Occupational Health and Safety*

Hobbies

- >
 - *Reading*
 - *Traveling*
 - *Fishing*
 - *Volleyball*
 - *Video games*