

Talal Al-Malki

AD Dammam, K.S.A
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LEGAL DOCUMENTS

To obtain a challenging position and the possibility of career advancement in a growth-oriented organization.

EDUCATION

- Diploma Degree Program in Electricity Distribution Maintenance 2008 - 2011
Institute of Saudi Electric Company (SEC), KSA

PROFESSIONAL WORKING EXPERIENCE

Service Administrator - Saudi Petrokemya Company, Location: Jubail Duration: July 2019 – Jan 2020

Job Responsibilities:

- To ensure that plant operational services are up and demand filled as required to run operational 24/7.
- Managing and following up on operational tasks as directed.
- Working on implementation requirements as demanded by plants services & ER.
- Service Planning in CMD
- Working on SAP ERP processing procurement requests, purchasing orders and evaluating estimations.

Exam Invigilator & Customer Service Representative – British Council, Location: Eastern Region Duration: Feb 2014 – Dec 2018

Job Responsibilities:

- Supervising front line customer service.
- Assisting Exam registrations & schedules.
- Supervising and coordination to IELTS, PHD & MA Exams.
- Technical operations related support to exam sites and projects.
- Handling and following up on all internal co-ordinations.

Event Planner – AIM Group International, Location: Dammam Duration: Feb 2014 – June 2019

Job Responsibilities:

- Supervising and planning event as per requirements along with the team.
- Coordination with advertisers and with sales, marketing and digital marketing team.
- Customer satisfaction and retention to develop more business ensuring maximum customer satisfaction.

Maintenance Technician – Saudi Electricity Company, Location: Dammam Duration: Oct 2008 – Dec 2013

Job Responsibilities:

- Conducting scheduled maintenance H&L panels located on several sites.
- Respond and diagnoses to any electric incidents on sites.
- Customer satisfaction and retention to develop more business ensuring maximum customer satisfaction.
- Responsibility to shut down High voltage panels.
- Accomplished successful operational synchronization between substations and L/H Panels.

Installment Customer Service – SABB Bank, Location: Dammam Duration: Feb 2007 – May 2008

Job Responsibilities:

- To answer all customers installment related queries on front desk and on calls.
- Processing installment offers approved by bank to the customer.
- Customer satisfaction and retention to develop more business ensuring maximum customer satisfaction.

PROFESSIONAL SKILLS

Core Concepts	Marketing, Customer satisfaction & Retention, Customer Data Statistics, Electric High Voltage & substation. Certified SAP User
Computer OS	Microsoft Windows Family and Apple Mac OS
Document Handlers	MS Office Suite, Adobe Acrobat, Nitro Editor
Email/ Groupware	MS Outlook, Webmail, MS SharePoint

Language	Read	Write	Speak
English	Advance	Advance	Advance
Arabic	Native		

PERSONAL DETAILS

Name: Talal Al-Malki
Date of Birth: 19th Jan 1989
Marital Status: Single
Nationality: Saudi