

ABDELKERIM ABDELKAFI ABDELKERIM

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PROFESSIONAL SUMMARY

- Skilled in the archives solution with experience in the archiving industry. Familiar with Kofax and Abby.
- Skilled customer service with experience in the Archiving industry. Familiar with oracle applications.
- Client-focused Sales Representative with 8+ years of providing solutions to customers. Solid understanding of the archiving solution
- Leadership and supervising experience.

SKILLS

- Strong verbal communication
- Self-motivated
- Staff development
- Team management
- Project management
- Team leadership
- Kofax expert
- Powerful negotiator
- Team player
- Problem solving
- Attention to detail
- Microsoft Office
- Data management
- Scheduling
- Communication skills
- Fluent in English
- Fluent in Arabic
- Fluent in Tigrinya

WORK HISTORY

Senior Team Leader August 2011 to 2012

Nestle - Riyadh,

- Produced weekly, daily, and monthly activity reports and forecasts.
- Managed inventories and stock, including kept detailed records of inventory use and sales.
- Discovered training needs and provided coaching.
- Set clear team goals and delegated tasks and set deadlines.
- Developed strategies to promote team member adherence to company regulations and performance goals.
- Conducted team member meetings and updated members on best practices and continuing expectations.
- Managed team of 10 employees, overseeing the hiring, training, and professional growth of employees.
- Supported senior salesman in improving operations and resolving issues to deliver top-notch customer service.

Customer Service Specialist March 2018 to 2019

Infofort - Riyadh, Riyadh

- Adeptly handled all the inbound calls per day
- Analyzed departmental documents for appropriate distribution and filing.
- Researched and updated all required materials needed for firm and partners.
- Provided 24-hour emergency response to few VIP customers
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Directed calls to appropriate individuals and departments.

Executive Assistant March 2019 to 2020

Kawader Al Jazira - Riyadh,

- Collaborated with other administrative team members, human resources and finance department on special projects and events.
- Open, read, and wrote answers to routine letters.
- Served as professional representative of CEO to executive clients, investors, and board members.
- Designed PowerPoint presentations for monthly divisional meetings with top-level executives.
- Created and maintained computer- and paper-based filing and organization systems for records, reports, and documents.
- Scheduled Board of Directors meetings and assisted with meeting materials and agendas.
- Generated shipment invoices, prepared packages and set up courier deliveries for customers.
- Managed incoming and outgoing calls for busy medical office.
- Wrote reports and correspondence from dictation and handwritten notes.
- Welcomed guests and clients in upbeat and friendly manner.
- Prevented scheduling errors by demonstrating strong attention to detail while managing daily calendar and creating weekly or monthly reports and presentations.
- Supported CEO in managing operational workflow.
- Handled all media and public relations inquiries.
- Improved office efficiency, managing client correspondence, record tracking and data communications.
- Elevated customer satisfaction ratings by resolving issues for speedy resolution.

Stockyard Assistant

Abdullatif Jameel co Sep 2009 to 2011

- Keeping all new vehicles at yard in an acceptable manner by spot cleaning individual cars.
- Arranging new vehicles at yard in a neat manner and update location of vehicles to logistics team.
- Keep clean compound of stockyard and its surroundings
- Assist from time to time on declaration of cars.

EDUCATION

Abi tmam 2008 Riyadh, Riyadh

Diploma: General science

English course, Feb 2013

The American institute for English proficiency

Microsoft office, Feb 2013

NIIT

Communication skills, Feb 2013

NIIT