

Jaber Ali Mohammed Almajed

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Personal Summary

I graduated from the Institute of Public Administration with two (2) years Diploma in Accounting. Experienced in Customer Service. I look forward to join your company and be an effective member of the team.

Education

Institute of Public Administration
2011 – 2014
Associate Degree in Business Accounting

Work Experience

1. Cost Analyst (Internship Student)

Saudi Aramco (February 02, 2014 – May 15, 2014)

Duties

- Reviewing Service Order Calculation of Non-Profited labor and Overtime Cost.
- Reviewing Departmental Man-hour Summary.
- Reviewing Direct Cost Summary.
- Reviewing Overtime Approval.

2. Personal Line Customer Service Executive – Branch supervisor

AXA Cooperative Insurance (November 17, 2014 – May 14, 2017)

Duties

- Issuing Insurance Policies for Motor. (Comprehensive and Third Party)
- Issuing Insurance Policies for Travel.
- Reminding Clients to Renew Policies.
- Archiving Policies.
- Uploading Policies to Najm System.
- Cancellation Policies.
- Endorsement Policies.

Current Job

3. Customer Service Supervisor & Administrator (May 15, 2017 – September 2020)

4. Customer Service Manager (September 2020 – Present)

Sigma Paints Saudi Arabia Ltd. (PPG Packaging Coatings)

Duties

- Following up with Customers for New Orders.
- Raising Purchasing Orders & Acknowledging Sales Orders.
- Planning to Dispatch the Material to Customers.
- Following up with Production Team.
- Logistic Supply Chain.
- Importing & Exporting Materials.
- Invoicing Customers and Closing Monthly Sales.
- Chasing Customers for Overdue Payments.
- Archiving Invoices.
- Daily Updating Sales Report.

Courses and Certificates

- AXA Complaints Management Certificate.
- AXA Group Compliance and Ethics Guide Certificate.
- AXA Health Perfect insurance product Certificate.
- AXA Home Insurance product Certificate.
- AXA Motor Perfect insurance product Certificate.
- AXA Personal Accident insurance product Certificate.
- AXA Travel Product Insurance Certificate.
- Compliance and AML Training Program Certificate.
- Compliance Training Certificate.
- Data Privacy Awareness Certificate.
- Goal Setting Training Certificate.
- Welcome at AXA Certificate.
- Customer at AXA Certificate.

Skills and Competencies

- Microsoft Office Program
- English Language
- Accounting Program
- Troubleshooting
- Cooperation
- Teamwork
- Problem Solving