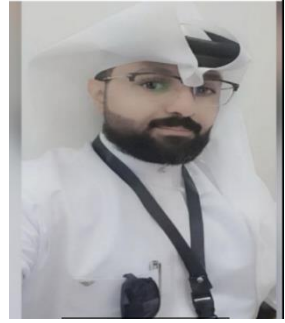


TALAL ALI AL MALKI

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CAREER SUMMARY

More than **21 Years** of Progressive Working Experience with (Saudi Aramco, Armed Forces Hospital

& National Water Company). **Finished all requirements of Saudi Aramco Industrial Training Center. (ITC)**

ACADEMIC EDUCATION

- ✓ **Ph.D.** of Business Management (Research) from MEDIU 2020.
- ✓ **Master of Cybersecurity (Under Process)**, from Everyone's Smart University, Certified by IPMA, ASIC, AACSB
- ✓ **Master of Project Management (4.35/5)**, from Everyone's Smart University, Certified by IPMA, ASIC, AACSB 2021.
- ✓ **Master of Business Administration Executive (3.01/4)** from Taif University. Nov 2016.
- ✓ **Bachelor** of Business Administration from Taif University Jan 2014.
- ✓ **Diploma** of Office Management from Saudi Aramco Industrial Training Centre (ITC) March 2003.
- ✓ **Diploma** of English Language from Abha Chamber 2018
- ✓ **Diploma** of Safety and Health 2018

WORK EXPERIENCE:

NATIONAL WATER COMPANY (Mar,2015-Present)

Filling Stations Supervisor (A) (2021-Present)

- Oversee the dashboard of all Taif Filling Stations in The Control Room
- Oversee orders and solve late orders between Filling Station and Customers
- Reviewing and approving Requests
- Oversee daily operation and violated contractor in the field
- Oversee the facilities if need any maintain
- Ensure all staff using PPE in the field
- Oversee area of Customer Service
- Oversee Security men available at all locations
- Oversee the level of Tankers
- Oversee work permits of drivers are valid
- Oversee of Truck Clean, No leaky, Hoses)
- Ensure work permit of driver's matching Truck No.
- Inspection of new trucks before starting working in Filling Stations



Customer Information & Reporting MGR (2016-2021)

- Sending Final Statement of Tenders and Completion Certificate
- Oversee Change meters' project
- Oversee updating Customers Information project
- Oversee New system project
- Requesting Materials from B2B
- Prepare Sector Report
- Prepare Sector KPIs
- Prepare Sector Survey
- Financial Abstracts
- Collections Reports

- Daily report for complaints facing Meter Readers
- Daily Report of Customers
- Daily Report of Key Account
- Daily Report of Filling Station's
- Daily Report of Complaints
- Daily Report of Tickets
- Analysis of Billing Reports
- Analysis of House Connections
- Analysis Complaints Reports
- Analysis of Filling Station's Reports
- Analysis Reports of Number of Customers
- Analysis Readings Reports
- Analysis of EVs. Reports
- Coordinating between Customer Experience Department @ Head Office and Customer Service Department @ Taif

Back Office MGR (2015-2016)

- Lead Change Management at the Customer Service Department
- Sending Final Statement of Tenders and Completion Certificate
- Requesting Materials from B2B

(Oversee of):

- Billing Unit
- Reading Meters Unit
- New House Connections Unit
- Reporting Unit
- Adjustments Unit
- Key Accounts Unit
- Data Entry Unit

(Coordinator with):

- Quality Department
- Safety Department
- IT Department
- Coordinator to solve Customer Complaints
- Project Coordinator of the new system (COMPASS) @ Taif Sector

AL HADA ARMED FORCES HOSPITAL

Finance Department /Office Manager, Quality & Following up Rep. (Jun 2013-Feb, 2015)

- Leading Change Management in Finance Department
- Prepared Employees Job Description for Finance Dept. (Mission One Time)
- PPG. (Mission One Time)
- Prepare Finance Department Chart. (Mission One Time)
- Contact the Vendors by Finance (Email, E-Fax, and Phone) for uncompleted Invoices
- The principle for Finance Meeting (Collecting and Reviewing reports from members)
- Reminding members
- Writing minutes of the meeting
- Responsible for Employees Files in Finance Department
- Attending meetings with other Departments
- Creates and maintains filing systems, records, and indices, including files of a confidential nature. Keeps reference files and policy manuals up-to-date by adding and deleting obsolete information
- Principal of all Machines in the Department and for their Maintenance
- Receives incoming mail, sorts, logs, and distributes as required. Receives outgoing mail, logs, and distribute
- 6 Months working @ Armed Forces Hospitals Warehouse face to face with suppliers. Receiving (Full _ Half) PO and invoices.

**Reception of Contracting Department:**

- Update Vendor's information Aramco System (Saudization, Gosi, CR, Chamber of Commerce, Address) and update Their Files.
- Receiving Bids from Vendors

Bid Room of Contracting Department:

- Arrange Bid Room and daily for (Contract Representatives and Proponents)
- Opening Bids and Pass them with Technical Proposal to Contract Representatives after completed

Assistant Representatives of Contracting Dept.:

- Sending invitation
- Receiving Rack up
- Prepare Rack up for Rep
- Receiving Bids
- Receiving Technical Proposal
- Prepare a meeting room vendor's

File Room:

- Receiving New Contract File
- Receiving Amendments
- Receiving other Doc and Filing
- Sending and Receiving Contract Files from Record Center

Main Responsibilities as an Office Management (with Regional Manager "Air Fueling Superintendent")

- **HR Responsibilities** (Update Employee Files, Tracking Education Steps, Entry Vacation, Short Leave, Medical Leave, Examination Leave, Newborn Leave, Relocation Leave, Relative Death Leave) Relocation Allowance, Over Time, Expenses, Petty Cash, Inside Company Training and Resident Reservation, Ticket, Yearly Safety Award for all, Renew Aramco ID and Air Base ID.
- Prepare and participate in a special day
- Reviewing Monthly Cost Sheet and Time Sheet
- Inside Aramco letters and Memo
- Outside Aramco letters with Air Base (King Fahad Air Base, King Faisal Air Base, King Abdullah Air Base, King Khaled Air Base, and King Abdulaziz Airport)
- Reservation Meeting Room and Refreshments
- Request Materials by B2B system
- Reviewing Fuels invoices of Aramco Vehicle's
- Coordinating with our Visitors and preparing the appointments
- Coordinating with Company Service regarding employee's Aramco Vehicle's Maintenance (PMP)
- Coordinating with Tailor Company for employee's Yearly Uniform
- Prepare ON-CALL Schedule during days off
- Make Education File for each employee who wants to continue his education for tracking his Examination leave
- Principal of all Machines in the Department and for their Maintenance
- Organizing Department Files and transferring old documents to store end of the year
- Receives incoming mail, sorts, logs, and distributes as required. Receives outgoing mail, logs, and distribute
- Types all kinds of correspondence, reports, and Aramco forms using typewriters or word processing machines
- Receives telephone calls and visitors. Gives answers to routine questions or takes messages
- Prepares various statistical reports, data analyses, and summaries using financial, planning, and programs
- Creates and maintains filing systems, records, and indices, including files of a confidential nature
- Keeps reference files and policy manuals up-to-date by adding and deleting obsolete information