



FAWAZ G.AL-MUTARI

DOCUMENT CONTROLLER HAVING 17+ YEARS OF EXPERIENCE IN GENERAL DOCUMENT MANAGEMENT ON MAJOR PROJECTS PLUS EXPERIENCE IN CUSTOMER SERVICE.

OBJECTIVE

Looking to join a leading organization in document control, management, or executive secretary. Seeking to work in a great environment prevails the challenge and ambition, and to assume a position through acquiring necessary expertise to motivate and enhance organizational excellence, to contribute to the success of the organization, I will be able to achieve the organization's goals.

CONTACT

PHONE:
+966553520976/+966568862214

EMAIL

fawazs-01@hotmail.com

ADDRESS:

Saudi Arabia-Riyadh

NATIONALITY

Saudi

DATE OF BIRTH

21-Aug-1981

MATERIAL STATUS

Married

ACTIVITIES AND INTERESTS

General Sports
Travel

WORK EXPERIENCE

Position: Document Controller

Company: Dar Al Riyadh Consultant

Period: Jan 2010 to Feb 2021

Project: Information Technology Communication Complex (ITCC)

Location: Riyadh

Job Descriptions:

- Managed smooth correspondence (incoming and outgoing) between site office and head office.
- Updated all register logs, like Materials submittal, Document Submittal, Shop Drawings, Design drawings, IR, RFI's,
- MOM, NCR, SI, Daily Contractor report, daily main Power Report, Weekly & and Monthly Progress Report.
- Scanned, printed & archived all documents on information system and filed all documents (Materials, Shop Drawings RFI, IR etc.
- Implemented and maintained Documents Control processes and Procedures.
- Developed and maintained Documents Management System.
- Ensured Documents Management according to established procedures or standards (documents numbering, formats, issuance, review, dispatch, recording and archiving).
- Maintained and managed electronic as well as hard copies of documents as required.
- Make sure that controlled copies of latest approved documents & drawings are Distributed internally and externally to relevant recipients.
- Ensured control and coordination of project documentation and data.
- Ensured all Drawings / documentation were correctly identified, distributed, and filed / stored.
- Verified the compliance of incoming documents with project standards regarding numbering and all other aspects related to documents quality.

Position: Customer Service Officer

Bank: AL Rajhi Bank

Period: Nov 2007 to Dec 2008

Location: Riyadh

Job Descriptions:

- Helped resolve client problems quickly with superior customer service.
- Responded to telephone and in-person requests for information.

LANGUAGES

ARABIC: Mother Tongue

ENGLISH: Middle spoken, written, and read

TRAINING AND CERTIFICATIONS

- 3 Months English Language Course with LSI Institute.
- Executive Secretary Course with Dorooob.
- 40 hours Course in Customer Service.

- Immediately addressed problems with customer accounts to promote quick resolution.
- Contacted satisfied customers to offer additional services.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Utilized professional sales techniques to persuasively communicate with clients.
- Utilized various sales techniques to develop relationships with customers and drive sales.
- Closely monitored weekly sales to write reports for senior leadership and streamline operational processes.
- Increased revenue by acquiring new customers and determining needs to offer relevant products.
- Efficiently solved complex problems that impacted management.

Position: Sales Representative

Company: AL Jazirah Bank

Period: April 2006 to Dec 2006

Location: Riyadh

- Helped resolve client problems quickly with superior customer service.
- Responded to telephone and in-person requests for information.
- Immediately addressed problems with customer accounts to promote quick resolution.
- Contacted satisfied customers to offer additional services.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Utilized professional sales techniques to persuasively communicate with clients.
- Utilized various sales techniques to develop relationships with customers and drive sales.
- Closely monitored weekly sales to write reports for senior leadership and streamline operational processes.
- Increased revenue by acquiring new customers and determining needs to offer relevant products.
- Efficiently solved complex problems that impacted management.

Position: Customer Service Assistant

Bank: AL Rajhi Bank

Period: Oct 2005 to May 2006

Location: Riyadh

- Answered customer telephone calls promptly and improved on-hold wait times.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Cultivated customer loyalty through exceptional service, promoting repeat custom and improved sales.

- Achieved high sales percentages with consultative, value-focused customer service approach.
- Cultivated strong value-added relationships with customers, driving business development and profit potential.
- Investigated and resolved accounting, service, and delivery concerns.
- Prepared necessary forms to complete transactions.
- Handled in-person, email, and mailed correspondence.
- Shared informational brochures and details about policies to help guests make decisions.

EDUCATION

High School Graduate -2005

KEY SKILLS AND CHARACTERISTICS

- Communication and negotiation.
- Time management and strong organizational skills.
- Management team.
- IT: MS Office, Excel, Power Point, Word

PERSONAL CHARACTERISTICS

- Interactive and fast enough to learn new technologies and sciences.
- Highly Communications Skills.
- Self-Motivated.
- Ability to work in a group or individually according to the job requirements.
- Ability to work under pressure and time limits.

REFERENCES

Furnished Upon Request

It's an honor to me to join your active teamwork