



KHALED ABOHASWA

ABOUT ME:

Experienced, resourceful and effective employee with proven proficiency in all aspects of management, looking forward A challenging opportunity in a leading multinational company that would allow me to accommodate my capabilities and enable me to launch prosperous professional career.

CONTACT:



+201013883993



+222836157



Jeddah – Saudi



Khaled.abohaswa@icloud.com



<http://www.people.bayt.com/khaled-abohaswa>

PERSONAL INFO:

Date of birth: 30 Jan 1986

Gender: Male

Nationality: Egyptian.

Military statues: Exempt.

Residence Country: Saudi

City: Jeddah.

Marital status: Single.

Driving license: Egyptian & Saudi.

Iqama #:2405264066

Passport #:

EDUCATION:

2008 Bachelor's degree, English Literature

Faculty of education, Aln Shams University.
English Department. (Final Grade: Good).

WORK EXPERIENCE:

Present Safety Coordinator.

- providing advice, information, instruction and training on local WHS issues
- Helping with managing the risk associated with hazards in the area
- Helping in examining incidents, injuries and hazards
- Reviewing and analyzing injury and incident reports and data
- Developing injury and incident prevention strategies for the area checking WHS standards and compliance with WHS policies and procedures locally, including workplace inspections, building evacuations and induction and training of staff.

2016 Executive Secretary.

- Interact internally with various departments to ensure business continuity.
 - Responsible for diary Management, booking flights and hotels.
 - Prepare correspondence, reports, presentations and minutes of meeting.
 - Organize meetings, conferences and other business related events.
 - Maintain & manage filing and data with respect to confidentiality level.
 - Assist in BOQ preparation and in obtaining pricing from suppliers.
 - Handle bid certifications on behalf of the Executive Manager, and review proposals before submitting to Customers.
 - Develop prospects databases.
 - Pursue personal development of skills and knowledge necessary for the effective performance of the role
- Delegate Production Planner & ISO Representative**

2015 Advanced Company for clay pipes (Jeddah – KSA)

2013 Store Manager BIM LLT. Stores

- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains store staff by recruiting, selecting, orienting, and training employees.
- Maintains store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Identifies current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.

LANGUAGE SKILLS:

Arabic: Native
English: Expert.
French: Beginner

COMPUTER SKILLS:

Microsoft Applications: Expert
ERP: Expert
Seibel: Expert
Photo shop: Beginner

SKILLS:

Organizational.
Time management.
Decision making.
Communication skills.
Responsible.
Problem solving.
Risk analyses.
Negotiation.
Flexible.
Team player.
Ability to work with a variety of people.
Recognized secretarial and business management qualification.
Internet searching expert.

HOBBIES & INTERESTS:

Photographing
Fishing
Volunteer social work

AWARDS:

· Vodafone EG appreciation award.
· AIC Award.

REFERENCES:

Available upon request.

- Ensures availability of merchandise and services by approving contracts; maintaining inventories.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales.
- Markets merchandise by studying advertising, sales promotion, and display plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
- Protects employees and customers by providing a safe and clean store environment.
- Maintains the stability and reputation of the store by complying with legal requirements.
- Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Contributes to team effort by accomplishing related results as needed.

2012 **International Call Center Advisor** **Exceed**

- Respond to the incoming calls and handle the call within the company AHT 3 minutes and 20 seconds, in the best quality and give the customer the best solutions according to the company policies and strategies.
- Handle and support GSM, blackberry and iPhone.

2008 **Customer Care Advisor - Consumer Collection** **Vodafone EG**

- Respond to the incoming calls and handle the call within the company AHT 3 minutes and 20 seconds, in the best quality and give the customer the best solutions according to the company policies and strategies (first call resolution, find the way to say yes and how to impress the customer).
- Issued advices of settlements, drafts, and payment orders for several customer segments.
- Coordinate with suspension department to obtain credit approvals (long-time line) for premium and platinum customers.
- Handle cash flow.
- Follow-up with the customers according to payment time line plan to insure payment.
- Manage payment installment, payment methods and bad debts.
- Handle online, offline payments and direct debits.
- Bills review.
- Making payment deals and taking actions (Semi Hotline - Hotline - Suspension)
- Reporting work numbers and facts to direct manager.
- Managing the collection floor and internal mailbox twice a month.

888 Customer care line (April 2008 - Dec 2008)

881 Credit management consumer collection (Dec 2008 - Jul 2010)