

Alaa Abualsaud

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Professional Summary

Skilled Administrative Specialist with a proven track record at Jamjoom Medicine Store Company, adept in Oracle system processing and maintaining strict confidentiality. Excelled in HR roles at Al Faraj Contracting, enhancing employee relations and recruitment efficiency. Brings exceptional communication skills and Microsoft Office expertise. Fast learner with a knack for surpassing client expectations, showcasing a unique blend of technical and interpersonal acumen.

Experience

Administrative Specialist

August 2018 to Present

Jamjoom Medicine Store Company - Dammam, Eastern Province

- Prepare medical providers orders slips and process the invoices in system.
- Supervise the preparation team to ensure they follow orders on invoices.
- Process orders & returns invoices in Oracle system and issue debit notes.
- Demonstrate excellent written and verbal communication abilities when interacting with clients and colleagues.
- Maintain confidentiality of sensitive company information while performing daily duties.
- Provide administrative support for various departments, including data entry, document preparation, and customer service.

Human Resources Assistant

August 2017 to August 2018

Al Faraj Contracting Company - Dammam, Eastern Province

- Supported day-to-day operations of HR functions and duties.
- Filed papers and documents into employee files.
- Maintained and updated employee records to support accuracy and compliance.
- Managed employee database and provided HR reports as requested.
- Collaborated with other departments to coordinate staffing needs across the organization.
- Provided administrative support to managers by scheduling meetings, arranging conference calls and taking notes during meetings.
- Assisted with recruitment and interview processes to develop pipeline of candidates for employment.

Customer Service Executive

August 2016 to July 2017

United Electronics Company (Extra) - Khobar, Eastern Province

- Built strong relationships with customers through active listening and effective communication.
- Handled difficult customer situations with professionalism and composure while maintaining a positive attitude.
- Utilized problem-solving skills to identify customer needs and provided tailored solutions.
- Drafted professional emails in response to customer requests within agreed timeframes.
- Monitored incoming calls from customers, responded promptly, transferred calls as required and followed up on callbacks.
- Answered questions and educated customers regarding products and services.

Education

Bachelor of Business Administration, Finance: June 2014

King Faisal University - Al-Hassa

Skills

- HR Policies and Procedures
- Employee Relations
- Interview Scheduling
- Customer Service
- Task oriented and Fast learner
- Microsoft Office (Exel - Powerpoint - Word)
- Ability to learn any required software
- Excellent time management skills
- Excellent communication skills
- Good presentation skills

Certifications

- Human Resources Specialist (HRS) Training Course
- Introduction to Human Resources Functions from Dorob
- Legal aspects of human resources management (Saudi Labor System)
- Talent acquisition training course via LinkedIn

Training

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References

References available upon request

Languages

- **Arabic**
Native
- **English**
Advanced