

MUBARAK ABDI

Al Khobar, Saudi Arabia

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Professional Summary

A motivated and well-organized individual who aspires to grow in a reputable company by gaining practical expertise and expanding my knowledge and abilities, while making a significant contribution to the success of the organization.

Professional Experience

J&T Express – Saudi Arabia

Customer Service | Apr 2024 – Present

- Rescheduled shipments to ensure timely deliveries and resolve issues
- Created daily reports on return shipments and their status
- Submitted daily reports to management on shipment status
- Updated customer addresses for delivery and reverse shipments
- Contacted couriers to prioritize urgent shipments
- Resolved issues for couriers and customers to maintain smooth operations
- Coordinated with operations team to assign reverse shipments to couriers

Operations Team Leader | Jan 2023 – Mar 2024

- Oversaw shipment preparation and timely dispatch.
- Coordinated receipt and storage of incoming goods.
- Organized shipments by destination to ensure routing efficiency.
- Tracked and managed rescheduled deliveries.
- Assigned shipments to couriers by district.
- Submitted daily Out for Delivery (OFD) reports.
- Addressed customer issues to avoid operational disruptions.
- Provided performance reports and suggested improvements.

Nice Stores – Saudi Arabia

- Sales Associate | Jan 2018 – Dec 2019
- Delivered excellent customer service in the homeware department.
- Supported daily sales operations and inventory checks.

STC – Saudi Arabia

- Debt Collector | Jan 2017 – Jan 2018
- Managed account follow-ups and maintained accurate recovery records.
- Coordinated with internal departments to ensure collection efficiency.

Education

Bachelor E-commerce, Saudi Electronic University Dammam | Sep 2018 – Dec 2022

Skills

Technical Skills:

- Microsoft Office 365 (Excel, Word, PowerPoint)
- Data Analysis and Reporting
- Skilled in inventory management, ensuring accurate stock levels.
- ERP System (JMS)

Core Competencies:

- Logistics & Operations Management
- Customer Service & Support
- Relationship Management
- Problem Solving & Decision Making
- Time Management & Organizational Skills
- Bilingual: English & Arabic