

Muhyadin Abdi Mohamed

Al Khobar, Saudi Arabia

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Professional Summary

Dynamic and results-driven professional with over 7 years of experience in operations team leader, debt collector, customer service, and sales support. Proven ability to enhance operational efficiency, lead teams, and maintain strong client relationships. Adept at data analysis, reporting, and problem-solving to support business growth and customer satisfaction. Bilingual in English and Arabic, with strong communication and organizational skills.

Professional Experience

J&T Express – Saudi Arabia

- **Sales Support Supervisor / Feb 2024 – Present**
- Supervise the sales support team to ensure high-quality client service.
- Oversee the handling of client inquiries, ensuring timely and professional responses.
- Generate and review daily shipment reports and delivery estimates.
- Prepare and validate weekly logistics reports and monthly financial analyses.
- Collaborate with delivery stations and cross-functional teams to optimize shipment performance.
- Analyze shipment and sales data to support demand forecasting and decision-making.
- Provide training and guidance to junior team members to improve performance.
- **Customer Service Supervisor / Jan 2023 – Feb 2024**
- Supervised and coached a team of customer service representatives to maintain high service standards and achieve KPIs.
- Handled escalated customer issues and ensured timely and satisfactory resolutions.
- Conducted regular team training sessions to improve communication, product knowledge, and problem-solving skills.
- Monitored daily team performance and implemented process improvements to enhance efficiency.
- Prepared detailed service quality and issue resolution reports for senior management.
- Collaborated with logistics and sales departments to align service delivery with operational goals.
- Led feedback sessions and implemented customer satisfaction initiatives to increase retention rates.

- ***Operations Team Leader | Jan 2022 – Jan 2023***

- 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 – Nov 2019
- Delivered excellent customer service in the homeware department.
- Supported daily sales operations and inventory checks.

STC – Saudi Arabia

- Debt Collector | Jan 2013 – Jan 2015
- Managed account follow-ups and maintained accurate recovery records.
- Coordinated with internal departments to ensure collection efficiency.

Education & Certifications

- Diploma in Information Technology, CIM Institute – Ambala, India
- Cisco Certified Network Associate (CCNA) – Enterprise ID: CSC013594899
- Cisco CCNP Security Course
- Diploma in CCTV and IP CCTV Systems

Skills

Technical Skills:

- Microsoft Office 365 (Excel, Word, PowerPoint)
- Data Analysis and Reporting
- Network Fundamentals and Security
- CCTV and IP Surveillance Systems
- ERP System (JMS)

Core Competencies:

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