

Zainab Ahmed Matouq Almutawa

Supply Chain Management

Eastern Province, Saudi Arabia

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PROFESSIONAL SUMMARY

Final-semester Supply Chain Management diploma student with hands-on experience in logistics coordination, inventory control, and operational reporting. Proficient in digital platforms, order fulfillment, and customer service. Known for being detail-oriented, adaptable, and committed to process accuracy and cross-functional efficiency.

EDUCATION

Intermediate Diploma in Supply Chain Management

Imam Abdulrahman Bin Faisal University - Dammam, Saudi Arabia

Aug 2023 - Aug 2025 (Expected)

RELEVANT COURSES

- Principles of Supply Chain Management
- Inventory and Warehouse Management
- Retail Logistics and Procurement Management
- Digital Supply Chain
- Customer Relationship Management
- Total Quality Management
- Business Decision Models
- Distribution and Transportation Operations

WORK EXPERIENCE

Intern – Eastern Province Municipality

Dammam, Saudi Arabia | Jan 2025 - July 2025

- Monitored and reported cleanliness-related issues across municipal zones using internal systems.
- Processed vehicle entry permits through the Balady platform, ensuring regulatory compliance.
- Coordinated with departments to follow up on field actions and service requests.

Assistant Shop Manager – Primera Rosa

Eastern Province, Saudi Arabia | Feb 2023 - Jun 2023

- Processed 20+ online orders daily, reducing order processing time by 30%.
- Delivered personalized customer support and managed promotions.
- Created marketing content and supported inventory operations.

TECHNICAL SKILLS

- Microsoft Word, PowerPoint, Excel (Intermediate)
- ERP Systems - Incident and Report Management (Intermediate)
- Digital Reporting and Data Entry Systems
- Permit and Workflow Management Systems + Inventory and Procurement Management
- Order Fulfillment and Logistics Coordination
- Marketing Content Creation
- Point of Sale Systems
- Basic Data Analysis
- Administrative Support

PROFESSIONAL SKILLS

- Customer Service and Communication (Phone and Email)
- Problem Solving and Conflict Resolution, Task Prioritization and Multitasking
- Time Management and Project Coordination
- Attention to Detail and Data Accuracy
- Flexibility and Adaptability in Dynamic Work Environments
- Initiative and Self-Motivation
- Stakeholder Communication

LANGUAGES

- Arabic - Native
- English - Intermediate
- Turkish - Basic