

Mohamed Shahim

Al Athir , Dammam

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Objective

Motivated and detail-oriented professional seeking challenging opportunities to leverage my logistics, customer service, and business development skills to contribute to organizational success.

Professional Experience

- **Napco National – Dammam, Saudi Arabia** 04/2022 - Present
Senior Officer – Logistics and Customer Service
 - Manage and process complex sales orders received via multiple channels, ensuring accuracy and timeliness.
 - Monitor delivery schedules and resolve logistics issues in coordination with the logistics team and external stakeholders.
 - Maintain thorough records to comply with internal document retention policies.
 - Handle customer complaints and product quality issues, ensuring prompt resolution and customer satisfaction.
 - Coordinate with the Demand Planner and external parties to resolve truck/container loading schedules.
 - Lead customer satisfaction surveys (Net Promoter Score) and analyze feedback for continuous improvement.
 - Ensure timely execution of Letters of Credit and liaise with banks and customers.
 - Collaborate with the commercial team for price confirmations and updates based on the monthly business price index.
 - Perform system troubleshooting and recommend process improvements.
- **Vhelp U – Kerala, India** 12/2020 - 01/2022
Business Development Executive
 - Identified new business opportunities in target markets.
 - Generated leads and converted prospects through effective client outreach.
 - Built and maintained strong relationships with key clients to drive business growth.

Skills

- Experienced in ERP Softwares (Microsoft, Oracle)
- Sales & Business Development
- Decision-Making & Problem Solving
- Logistics Coordination
- Customer Satisfaction & Service Excellence

Education

- **Bharathiar University, India**
MBA International Business
- **Bharathiar University, India**
Bachelor of Commerce

Languages

- English – Fluent
- Hindi – Intermediate
- Arabic- Intermediate
- Malayalam- Native

Reference

- **Shafeeq Abubacker - Sadara Chemical Company**
Supply Chain Senior Superintendent

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Certification

- SAP Finance and Control
- Advance Excel 2016