

Hussain Ali Alruwayshid

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Procurement and Client Services Coordinator

PROCUREMENT | SUPPLY CHAIN MANAGEMENT | CLIENT RELATIONS| SALES SUPPORT

Versatile and results-driven professional with comprehensive experience across purchasing, customer service, and logistics. Demonstrated expertise as a Purchasing Officer, efficiently managing procurement processes and supplier relations to ensure timely and cost-effective acquisitions. Proven ability in customer-facing roles, including Personnel Customer Care and Customer Service Agent positions, where strong communication skills and commitment to customer satisfaction led to enhanced client experience. Adept as a Cashier, handling transactions with accuracy and maintaining a high level of financial integrity. Experienced Delivery Driver with a solid track record of punctual and safe deliveries, contributing to overall operational efficiency. Recognized for adaptability, attention to detail, and a proactive approach to problem-solving in fast-paced environments.

WORK EXPERIENCE

Plant-Tech Arabia Co. Ltd.

January 2021 – Present

Purchasing Officer

- Identify and assess potential suppliers by analyzing their offerings, pricing, and reliability to ensure optimal procurement decisions.
- Negotiate favorable terms and pricing with suppliers and manage contracts to secure cost-effective and timely procurement of goods and services.
- Inspect and evaluate the quality of purchased products, ensuring they meet the required standards and specifications.

Al Thawaqah Food Company, Casa Pasta

June 2018 – December 2020

Personnel Customer Care

- Serve as the primary point of contact for employees, addressing inquiries related to HR policies, benefits, and company procedures, ensuring clear and timely communication.
- Identify and resolve employee concerns by collaborating with relevant departments, maintaining a high level of confidentiality and professionalism.
- Gather and analyze employee feedback to recommend enhancements to HR processes and policies, aiming to improve overall employee satisfaction.
- Ensure all interactions comply with company policies and labor laws, upholding the highest standards of confidentiality and integrity.

Cashier

- Efficiently operated cash registers and point-of-sale (POS) systems to process customer purchases, ensuring accurate pricing and handling of various payment methods, including cash, credit, and debit cards.
- Provided exceptional customer service by greeting customers, addressing inquiries, and resolving issues promptly, contributing to a positive shopping experience.
- Managed cash drawers by counting cash at the beginning and end of shifts, ensuring accurate balances and reporting discrepancies as needed.
- Assisted in promoting store products and special promotions, enhancing sales and customer engagement.

Delivery Driver

- Efficiently load, transport, and deliver items to clients or businesses, ensuring timely and secure deliveries while adhering to assigned routes and schedules.
- Review orders before and after delivery to ensure accuracy and customer satisfaction.
- Provide exceptional customer service by addressing inquiries, resolving complaints, and maintaining a professional demeanor during all interactions.

CERTIFICATIONS

SCM Course

Professional Diploma in Leadership

Professional Diploma in TOT

Basics in Administration Course

Intro. In Human Resources

Intro. In Social Media Marketing

Microsoft Office Course

EDUCATION

Bachelor of Sociology & Social Services

King Faisal University

LANGUAGE COMPETENCIES

English

Business Level

Arabic

Native Language