

ALANOUD AHMAD ALASKARI
Dammam, Saudi Arabia | a.b.373@hotmail.com | +966 53 355 7803
[linkedin.com/in/alanoud-alaskari-b70388a9](https://www.linkedin.com/in/alanoud-alaskari-b70388a9)

PROFESSIONAL SUMMARY

Supply Chain and Logistics professional with proven expertise in Customer Service, ERP systems, and operational efficiency. Holder of **Certified International Supply Chain Professional (CISCP)** and **Certified International Supply Chain Manager (CISCM)** with Merit distinction. Skilled in **SAP, CRM, JD Edwards, Oracle, Microsoft Office** and experienced in shipment tracking, clearance processes, demand planning, warehousing, and risk management. Adept at bilingual communication (Arabic & English) and committed to achieving measurable business results in high-paced environments. Seeking a role in **logistics, supply chain, or customer service** within the banking sector, governmental organizations, or ministries.

EDUCATION

- Advanced Diploma in Business Administration – Supply Chain Track ~Imam Abdulrahman Bin Faisal University – Dammam Community College |GPA: 4.18 – Graduated: 2017

PROFESSIONAL EXPERIENCE

Customer Service Representative |Zakat, Tax, and Customs Authority – Saudi Arabia |January 2020 – December 2024

- Delivered fast, accurate, and professional service to taxpayers, achieving high customer satisfaction.
- Provided bilingual support in Arabic and English to enhance customer experience.
- Managed transactions and data using SAP, CRM, and Microsoft Office.
- Resolved customer issues promptly, maintaining a professional and solution-driven approach.

Logistics Coordinator |Al-Rashed Building Materials Co. – Saudi Arabia |February 2025 – April 2025

- Tracked shipments and ensured on-time clearance and delivery.
- Coordinated with suppliers to meet tight deadlines.
- Recorded and updated inventory data with accuracy.
- Worked on ERP, JD Edwards, Oracle, and Microsoft Office for logistics operations.

HR Department Trainee |My Skills Support Services Co. – Saudi Arabia |September 2017 – November 2017

- Supported HR team with administrative tasks, file organization, and document management.
- Assisted in daily HR operations and employee support functions.

CERTIFICATIONS

- Certified International Supply Chain Professional (CISCP)** – Merit
Certification ID: CISCP2240639991 | Issued: June 10, 2024 | Expires: June 10, 2029
- Certified International Supply Chain Manager (CISCM)** – Merit
Certification ID: CISCM2240637955 | Issued: June 10, 2024 | Expires: June 10, 2029
- Cambridge Introduction Course
- Advanced Excel Training
- E-Commerce Training
- Crisis Management Workshop
- Respect Value Development Workshop
- Self-Confidence Workshop
- Decision-Making Workshop

KEY SKILLS

TECHNICAL SKILLS

SAP | ERP Systems | CRM Platforms | JD Edwards | Oracle | Microsoft Office Suite

HARD SKILLS

Supply Chain Management | Inventory Control | Logistics Planning | Customer Service Excellence | Data Analysis & Reporting | Shipment & Clearance Management

SOFT SKILLS

Effective Communication | Problem Solving | Time Management | Adaptability & Flexibility | Working Under Pressure | Team Collaboration

LANGUAGES

- Arabic – Native
- English – Advanced