

Faisal Alahmad

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 Saudi Arabia

OBJECTIVE

I seek to apply my expertise in logistics and customer service within a challenging environment, contributing to organizational growth while advancing my career. My goal is to enhance operational efficiency and support business success through my skills and experience.

EDUCATION

Institute of Public Administration

Diploma in Secretary Program.

GPA: 3.14 / 5

Graduation Year: 2009.

EXPERIENCES

Saudi Logistics Services Company SAL

Export Operations | 2019-2022.

- Ensure the proper handling of special cargo (valuable and perishable) in line with established rules.
- Verify system records, including manifest flight and airway bills, for accuracy.
- Create and finalize flight files for export operations.

Inbound Operations | 2015-2018.

- Ensure appropriate handling of special cargo (valuable and perishable) following guidelines.
- Process inbound pre-alerts and take necessary actions.
- Confirm counting and segregation of shipments to avoid discrepancies, ensuring accuracy in flight files and system updates.

Customer Service | 2010-2014.

- Address cargo customer inquiries, including concerns, complaints, and claims related to shipments.
- Resolve issues such as delayed or lost shipments.
- Maintain excellent customer service standards in a dynamic environment.

SKILLS

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|--|------------------------------------|
| ○ Cargo handling procedures. | ○ Teamwork and collaboration. |
| ○ Import/export documentation. | ○ Self-motivation and initiative. |
| ○ Logistics management systems. | ○ Quick learning and adaptability. |
| ○ Microsoft Office Suite. | ○ Customer-focused communication. |
| ○ Dangerous goods handling and safety protocols. | ○ Conflict resolution. |

CERTIFICATES AND COURSES

- Supply Chain & Logistics Operations Management | Exclusive Technology Training Center | SEP2022.
- Good Distribution Practices | Envirotainer Academy | AUG2022.
- ULD'S Operations | SAL Industrial Training Department | JAN2022.
- Dangerous Goods handling | SAL Industrial Training Department | FEB2021.
- Airport Safety Initial+ Security Awareness Initial | SAL Industrial Training Department | AUG2021.
- Aviation Security + Health, Safety & Fire Emergency Evacuation | SAL Industrial Training Department | AUG2021.
- Human Factor | General Authority of Civil Aviation GACA | JAN2020.
- GACA Regulations | General Authority of Civil Aviation GACA | JAN2020.
- Emergency Response Planning | General Authority of Civil Aviation GACA | JAN2020.
- Airside Rules and Regulations | General Authority of Civil Aviation GACA | JAN2020.
- Cargo Aviation English | General Authority of Civil Aviation GACA | JAN2020.
- Introduction to GACA Regulations Course | Saudi Academy of Civil Aviation | DEC2018.
- Safety Management System for Managers (SMS) | Kraits Training & Consulting-Cyprus | AUG2017.
- Communication skills | AL-Aamal Professional Training Institute | JAN2013.
- Effective Excellence in Customer Service | Sharqiyah Chamber | SEP2018.

LANGUAGES

- Arabic - English.