

Naba H. AlMarhoon

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Professional Summary

A results-driven logistics and customs clearance professional with over 6 years of experience in managing customs processes across KSA's sea, land, and air borders. Proven track record in optimizing customs registration and clearance procedures to ensure efficiency, regulatory compliance, and cost management. Skilled in leading teams to consistently meet and exceed operational targets, enhancing process flow, and delivering exceptional customer service. Strong communicator with a focus on continuous improvement and building strong client relationships. Successfully restructured teams to achieve 200% of annual targets in 2024.

Experience

Customs Clearance Team Leader (CDZ) | *DHL Global Forwarding* – Al Khobar

Mar 2024 – Present

- Lead and supervise a team in the processing of import/export shipment documents, ensuring full regulatory compliance.
- Spearheaded the development and implementation of enhanced customs clearance processes, improving team efficiency by 30%.
- Managed daily team operations, resolving challenges and providing mentorship to boost team performance.
- Optimized pricing strategies for services provided, effectively communicating cost structures to customers.
- Proactively addressed customer complaints and issues, maintaining high satisfaction rates.
- Generated and presented detailed performance and financial reports to senior management.
- Oversaw restructuring initiatives within the department, which contributed to a 200% achievement of annual targets for 2024.
- Collaborated with the Accounts Receivable (AR) department to collect approximately 800K from clients, improving cash flow management.

Customs Clearance Specialist (CDZ) | *DHL Global Forwarding* – Al Khobar

Dec 2020 – Mar 2024

- Coordinated the end-to-end customs clearance process, ensuring shipments adhered to regulatory requirements.
- Utilized logistics IT systems to streamline clearance procedures, reducing processing times by 20%.
- Liaised with suppliers to ensure accurate and timely documentation for shipments.
- Managed client expectations by ensuring on-time deliveries and smooth coordination with transportation teams.
- Supported customer billing functions, ensuring accurate invoicing for services rendered.

Key Account Specialist | *Alhobail Group* – Dammam

Dec 2018 – Dec 2020

- Managed key client accounts, delivering tailored solutions and maintaining long-term relationships.
- Ensured timely resolution of client issues, contributing to high customer satisfaction levels.
- Worked closely with internal teams to fulfill customer needs and coordinate efficient service delivery.

Customer Service Representative | *Elaf Hotel* – Dammam

Apr 2018 – Dec 2018

- Provided top-tier customer service, addressing inquiries and resolving issues promptly.
- Assisted in order processing and ensured accurate information was provided to customers.

Skills

Customs Clearance • Supply Chain Coordination • Regulatory Compliance & Documentation • Team Leadership & Performance Management • Customer Service & Relationship Management • Logistics & Transportation Optimization • Billing & Pricing Services • Problem-solving & Process Optimization • Proficient in Logistics IT Systems (e.g., SAP, CW1) • Strong Communication Skills • Customer-centric Focus & Flexibility • Proactive & Results-oriented • Adaptable & Willing to Learn • Microsoft Office & Professional Software Skills.

Education

Bachelor's Degree in General Biology | **Imam Abdulrahman Bin Faisal University** – Dammam, KSA

Graduated: 2016

Certifications & Courses

- **Course of Communication Skills** – 2016
- **Course of Negotiation Skills** – 2016
- **Course of Digital Marketing Skills** – 2016
- **Course of Secretarial Skills** – 2016
- **Course of Digital Content Management** – 2016
- **Course in English Live** – 2016
- **Applied Computer Science (99.88%)** – 120 hours, Imam Abdulrahman Bin Faisal University – 2018