

Hind AlQarni

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PROFESSIONAL SUMMARY

Experienced IOR advisor and Import advisor at DHL Express since February 2018, specializing in import and export customs clearance, customer service, and team leadership. Proficient in system monitoring, agent supervision, and handling customers complaints. Adept in technical knowledge, training, and compliance awareness with a strong focus on information security and safety protocols including dangerous goods and fire safety. Career goal: To continue leveraging expertise in logistics or administration to drive operational excellence within the industry.

EDUCATION

King Faisal University Bachelor's degree of Sociology and Social Work.

Sep 2013 – May 2017

WORK EXPERIENCE

Import Advisor

Feb 2018 – Jan 2025

DHL Express. Khobar, Saudi Arabia

- IOR advisor (import of records) .
- Ensured ongoing compliance by maintaining up-to-date knowledge on transport and customs legislation ZATCA.
- Customs clearance: FASAH system, SASO, SFDA, GACA, etc..
- Import advisor: team leader, system monitor, agents monitoring.
- Maintained customer satisfaction by providing regular shipping updates and advising of possible delays.

SKILLS

- Attention to details
- Time management
- Teamwork
- Import and export documentation
- Great Communication Skills
- Technical knowledge
- Customs clearance
- Customer Service

CERTIFICATIONS & COURSES

- Information Security Awareness
- Compliance Awareness
- Safety First Awareness
- Dangerous Goods Awareness
- Digitalization Module
- 365 MS Office & NWOW Interactive Training
- Shipment Security and Shipment Integrity
- Network Security and Integrity
- Fire Safety