

MONA SALEM

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PROFESSIONAL SUMMARY

Accomplished Order Processing and Invoicing Specialist with over 14 years of diverse experience in order processing, invoicing, procurement, office administration, and accounts receivable. Demonstrated ability to manage end-to-end order and invoicing cycles, resolve complex billing discrepancies, and ensure compliance with financial protocols and client requirements. Adept at coordinating with cross-functional teams, including logistics, finance, credit control, and supply chain, to support seamless operations and timely service delivery. Skilled in using ERP systems such as SAP and Microsoft Dynamics AX to maintain data accuracy and streamline workflows. Known for strong organizational skills, proactive problem-solving, and a commitment to operational excellence.

KEY COMPETENCIES

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|--------------------------|--------------------------|-----------------------------|-------------------|
| • Order Processing | • GR Coordination | • Accounting Support | • Leadership |
| • Order Management | • Supplier Evaluation | • Accounts Receivable | • Problem-Solving |
| • Vendor Coordination | • Compliance Management | • Inventory Management | • Decision-Making |
| • Invoice Reconciliation | • Procurement Management | • Administrative Operations | • Time Management |

PROFESSIONAL EXPERIENCE

Order Processing and Invoicing Specialist

Nalco Water (Ecolab) Company **Jul 2020 - Jul 2025**

- Managed end-to-end order processing, ensuring timely submission of invoices to key clients including Aramco and Ma'aden.
- Communicated directly with credit controllers to resolve payment issues and facilitated GR (Goods Receipt) confirmations.
- Collaborated with the logistics team to track invoice discrepancies and prepared detailed debit reports for resolution.
- Provided cross-functional support across departments by taking on diverse responsibilities beyond the standard job scope.
- Investigated and resolved Advanced Shipping Notice (ASN) issues, ensuring alignment with client delivery requirements.
- Coordinated with planning and supply chain teams to report material shortages, supporting proactive inventory management.
- Responded promptly to client inquiries, maintaining clear communication with customers, carriers, and internal teams.
- Partnered with regional departments to drive process improvements, contributing to streamlined workflows.
- Participated in reducing outstanding debits by ensuring accurate billing and following up on overdue accounts.

Accounting Receivable Specialist

Swagelok Company (Metro New Jersey) **Jul 2015 - Apr 2020**

- Processed billing and invoicing using Microsoft Dynamics AX 2013 and SAP, ensuring accuracy and timely submission.
- Managed vendor correspondence and responded to inquiries to support smooth accounts reconciliation and issue resolution.
- Entered and uploaded invoices into financial systems, maintaining accurate and up-to-date records.
- Investigated billing discrepancies through detailed research and analysis, contributing to improved financial accuracy.
- Maintained and documented client rebate discounts and reserve fund allocations, ensuring compliance with financial policies.
- Recorded daily financial transactions in the company's accounting system, supporting real-time financial visibility.
- Assisted in month-end closings by reconciling accounts and preparing required documentation.

Procurement officer

Makamin Oil and Gas Company **Feb 2014 - Apr 2015**

- Managed procurement records and pricing databases to support accurate reporting and informed purchasing decisions.
- Evaluated supplier performance and negotiated supply terms to ensure quality, cost-effectiveness, and timely delivery.
- Assisted in auditing procurement activities and contributed to refining internal procedures for better compliance and efficiency.
- Maintained an up-to-date supplier database, tracking capabilities, delivery reliability, and growth potential.
- Utilized the Bupa System for vendor-related processes, ensuring accuracy and compliance with organizational standards.
- Collaborated with internal teams and the procurement manager to meet operational needs and streamline supply chain activities.

Purchasing Coordinator

Gulf Consolidated Contractors Company

2013 - 2014

- Sourced and requested price quotes from suppliers, compiling comparison sheets to evaluate options.
- Verified that materials met client and engineering specifications before finalizing purchase orders.
- Coordinated shipping and logistics documentation for customs clearance, maintaining timely delivery and regulatory compliance.
- Facilitated the end-to-end processing of Letters of Credit, vendor invoices, and Bank Guarantees.
- Maintained detailed purchasing records and supported vendor communications to streamline order tracking and payment follow-ups.
- Assisted in resolving procurement issues by liaising with suppliers, logistics agents, and internal stakeholders to avoid delays.

Assistant Office Manager

E-Vision Industry Software

2011 - 2013

- Oversaw the inventory of office supplies, proactively placing orders to ensure adequate stock levels for daily operations.
- Compiled and prepared detailed reports on office expenses and budget management to assist in financial planning.
- Managed and updated company databases to ensure accurate and timely information, improving operational efficiency.
- Developed and maintained an organized filing system for sensitive and confidential company documents.
- Acted as a liaison between employees and clients, promptly responding to queries and ensuring a high level of customer satisfaction.
- Reviewed and updated office policies and procedures, ensuring alignment with best practices and company objectives.
- Managed the company calendar, scheduling internal meetings, appointments, and events while optimizing time management.

EDUCATION

Bachelor Degree in Management Information System (MIS)

Arab Open University | Present

Diploma in Accounting

E3mel Business Academy, Entrepreneurship and Business University | May 2020

COURSES

- **Certified International Procurement Professional (CIPP)** | Blue Ocean Training Center | 2025
- **Certified International Procurement Management (CIPM)** | Blue Ocean Training Center | 2025
- **English Language (Level 9)** | Wall Street English | Jan 2024
- **Training Program of Applied Computer Specialized in Office Application** | Al Khaleej for Training and Education | May 2011

LANGUAGES

- **Arabic:** Native
- **English:** Professional Working Proficiency