



ALI AFZAL

East Riffa Kingdom of Bahrain,
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**CAREER
OBJECTIVE**

Highly-organized, team oriented and dedicated Office Clerk with the requisite office management skills, varied experience and training certifications seeks to establish a career with a company that needs back office and front end support to efficiently manage different aspects of operation.

EXPERIENCE

Elite Airborne Logistics Bahrain

November 2021 - Present

Operations & Customer Service Supervisor

- 1) Forming and maintaining employee records
- 2) Updating databases internally, such as sick and maternity leave
- 3) Preparing and amending where necessary HR documents, i.e. employment contracts and recruitment guides.
- 4) Reviewing and renewing company policies and legal compliance.
- 5) Communicating with external partners.
- 6) Reporting regularly on HR metrics, such as company turnover
- 7) Being the first point of contact for employees on any HR related queries
- 8) Assisting with payroll by providing the department with relevant employee information, i.e. holiday and sick days taken.
- 9) Helping with various arrangements internally, from travel to processing expenses.

Al Jazeera Auto Vehicles Jeddah Saudi Arabia

January 2017 - December 2019

HR Executive

- 1) Work with company CEO and/or Director to strategically plan HR initiatives that will benefit the company and encourage more efficient and beneficial work from employees.
- 2) Direct all hiring and training procedures for new employees.
- 3) Continually educate employees on company policies (including sexual harassment, appropriate dress, and social media permissions, etc.) and keep employee handbook current.
- 4) Administer or change benefits, health plans, retirement plans, etc.
- 5) Monitor employee progress and stay abreast on company climate and culture, ensuring it stays positive and productive.
- 6) Coordinate and direct work activities for managers and employees.
- 7) Foster cross-functional relationships and ensure managers and employees are properly connected
- Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances they may have.
- 8) Promote a positive and open work environment where employees feel comfortable speaking up about issues
- Manage and supervise other HR staff, ensuring they are assigned and carry out proper tasks.
- 9) Understand and adhere to all pertinent labor laws.

SMSA Express Transportation Riyadh Saudi Arabia

July 2014 - November 2016

Mailroom Clerk (Bank Al Jazeera)

- 1) Sign for incoming registered or certified mail
- 2) Sort mail by department, location or category (e.g. bills, notices, personal)
- 3) Stamp and record date of receipt and sender's name
- 4) Keep records of incoming packages, including their weight, return address and description
- 5) Collect and prepare correspondence to be mailed (e.g. applying appropriate

stamps, verifying addresses)

- 6) Correct and reforward misdirected mail
- 7) Arrange for express delivery when needed
- 8) Distribute mail to individuals or departments
- 9) Track mailroom supplies (e.g. stamps, envelopes, address labels)

FedEx Express Transportation Jeddah Saudi Arabia

April 2012 - May 2014

Help Desk & Warehouse Clerk

- 1) Tracks and logs all product inventory, ensuring there are no discrepancies or losses.
- 2) Accepts deliveries of company products and stores them accordingly.
- 3) Orders and restocks new supplies.
- 4) Receives customer and client orders.
- 5) Packs and ships orders for delivery.
- 6) Inspects all orders being received and shipped, checking for damage, defective parts, and missing items.
- 7) Reports and returns damaged product.
- 8) Operates forklift or other machinery required for transporting large orders and heavy products.
- 9) Addresses and resolves any complaints about products, shipping speeds, or damaged items.
- 10) Uses MRM (Warehouse Management Software) programs to monitor inventory and balance accounts.
- 11) Keeps warehouse area clean and organized.
- 12) Reports to warehouse supervisor or management to alert them of any issues with shipping or receiving.

ISSC Integrated System Solutions Jeddah Saudi Arabia

June 2011 - March 2012

Administration Assistant and Secretary

- 1) Enhances effectiveness by providing information management support.
- 2) Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
- 3) Organizes work by reading and routing correspondence; collecting information; and initiating telecommunications.
- 4) Manages department schedule by maintaining calendars for department personnel and arranging meetings, conferences, teleconferences, and travel.
- 5) Completes requests by greeting customers, in person or on the telephone, and answering or referring inquiries.
- 6) Maintains customer confidence and protects operations by keeping information confidential.
- Prepares reports by collecting information.
- 7) Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; and verifying receipt of supplies.
- 8) Keeps equipment operational by following manufacturer instructions and established procedures.
- Secures information by completing database backups.
- 9) Provides historical reference by utilizing filing and retrieval systems.
- 10) Maintains technical knowledge by attending educational workshops and reading secretarial publications.
- 11) Contributes to team effort by accomplishing related results as needed.

**Saudi Ojer SAK Consultant
Arabia**

*December 2010 - May 2011 (6 Months
Project)*

Project Coordinator

- 1) Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
- 2) Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- 3) Preparing necessary presentation materials for meetings.
- 4) Ensuring project deadlines are met.
- 5) Determining project changes.
- 6) Providing administrative support as needed.
- 7) Undertaking project tasks as required.
- 8) Developing project strategies.

- 9) Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- 10) Assess project risks and issues and provide solutions where applicable.
- 11) Ensure stakeholder views are managed towards the best solution.
- 12) Chair and facilitate meetings where appropriate and distribute minutes to all project team members.
- 13) Create a project management calendar for fulfilling each goal and objective.

Al Naser Trading Jeddah Saudi Arabia

March 2009 - November 2010

Administration Assistant

- 1) Handling office tasks, such as filing, generating reports and presentations, setting Up for meetings, and reordering supplies.
- 2) Providing real-time scheduling support by booking appointments and preventing Conflicts.
- 3) Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
- 4) Screening phone calls and routing callers to the appropriate party.
- 5) Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
- 6) Greet and assist visitors.
- Maintain polite and professional communication via phone, e-mail, and mail.
- 7) Anticipate the needs of others in order to ensure their seamless and positive experience.

EDUCATION

Arab Open University Kingdom of Saudi Arabia

Bachelor's Degree

75%

2011

Bahawalpur Board Pakistan

Higher secondary education

68%

2008

TECHNICAL SKILLS

MS Office
Software Installments

ACHIEVEMENTS & AWARDS

GOALS Ground operation Services Training from FedEx Express
Suspicious Package from SMSA Express
Defensive Driving Training from SMSA Express
Customer service Excellence Training from SMSA Express
Dangerous Goods Awareness Training from SMSA Express 1) Knowledge about emergency situations 2) Warehouse Safety Procedures 3) Recognize Fire Safety

INTERESTS

Writing
Blogging
Podcasting
Marketing
Learning languages
Photography

ACTIVITIES

Teaching Classes
Web Development
Wiring Code
Auto Electrician Discovery

PERSONAL STRENGTHS

- 1) Work Under pressure
- 2) Communication Skills
- 3) Quick Learner
- 4) Positive Attitude
- 5) Team Player

PERSONAL PROFILE

Date of Birth : 18/11/1988
Marital Status : Married
Nationality : Pakistan (Birth Saudi Arabia)
Known Languages : English, Arabic, Urdu, Hindi, Punjabi, Siraiki
Passport : Valid
Driving Licence : Saudi Arabian driving license
Father's Name : Mohammed Afzal

REFERENCE

Saleh al enezi - "King Abdullah University Science and Technology"
Business Development Manager Sales.enezi@kaust.com

Zeehsan Nazir - "Bank Al Jazeera Jeddah Saudi Arabia"
Project Manager

DECLARATION

All information in this resume is true and correct to the best of my knowledge and belief.

ALI AFZAL