

Mahdi Hani Mustafa Awadh Hasan

Customer Service Representative at Agility Logistics

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[LinkedIn Profile](#)

PROFFISIONAL PROFILE

I am a committed, friendly and hardworking Customer Service Representative with a passion for providing excellent customer service at all times. In my current role, always having the needs of the customers and the reputation of the organisation at heart. I have dealt with customers' enquiries and complaints over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

SKILLS

- | | |
|--|---|
| ✓ Logistics Coordination | ✓ Warehouse Management System |
| ✓ Eye for detail | ✓ Excellent communication, verbal and written |
| ✓ Computer use research and social media | ✓ Excellent Customer Services |
| ✓ Ability to Work Under Pressure | ✓ Microsoft Word & Excel VBA skills. |

QUALIFICATIONS ATTAINED

- | | |
|---|------------------|
| 1. Diploma in Logistics from New Zealand Maritime School | 2014-2015 |
| 2. Diploma in Audio Engineering from SAE Auckland, New Zealand | 2017-2018 |

WORK EXPERIENCE

Customer Service Representative
Agility Logistics, Al Hidd / Bahrain

Nov 2018 - Present

Top ten Logistics provider. My duties include:

- Regularly coordinating with the client for availing their orders.
- Forwarding WMS generated documents to the warehouse or the transport coordinator.
- Clarifying issues related to the integrity of WMS by all concerned.
- Regulating along with the stock controllers that Data entered on WMS is accurate and up to dated.
- Forwarding Receipt confirmation for inbound to customers on a regular basis.
- Assist warehouse for substitute product for outbound.
- Updating the system or ensuring data is updated on system is accurate.
- Furnishing Monthly/Weekly Inventory Balance/Expiry reports to the client.

Picker/Packer**March 2016 - March 2017****USL Medical, Auckland / New Zealand**

A company specialised in importing and distributing medical equipment to all over New Zealand. My duties included:

- Picking products
- Packing the products
- Use Forklift/Reach
- Labelling the boxes
- Printing invoices
- Making pallets ready to be shipped

Store Assistant**2006 – 2014****City Star Convenience store, Auckland / New Zealand**

A store in the busiest street in Auckland, New Zealand, my duties included:

- Provide excellent customer services at all times
- Eftpos and Cash Till operation
- Stock Control
- Stock replenishment
- Taking customer orders
- Cleaning of premises

REFEREES**Available on request**