



# MAZEN QASIM ALDOSSARY

## CONTACT

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32236

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## SKILLS

- Safety and compliance inspections
- Occupational health hazards
- HSE standards and codes
- Safety courses
- Risk management
- Incident investigation
- Occupational safety
- Training and mentoring
- Outstanding communicator
- Software solutions
- Call handling
- Troubleshooting
- Application installations
- Data entry
- Customer service expert
- Call center experience
- Hardware upgrades
- Troubleshooting proficiency
- Technical issues analysis
- Desktop support
- Customer support needs assessment
- Application support
- Data analysing
- Performance evaluation
- Personnel
- Organizational development
- Employee relations
- File and records management
- Policies

## PROFESSIONAL SUMMARY

Well-established occupational health and safety specialist offering more than 2 years of expertise. Exceptional experience in safety and compliance inspections. Seeking a role at a higher education institution to provide training and preventative measures. Results-oriented safety and occupational health professional who is multilingual and offers excellent reporting skills. A true champion for HSE initiatives and a multi-winner of several occupational excellence awards. Looking to secure a position with a well-established fire and security vendor to assist with training and public speaking assignments. -qualified ICT Help Desk Agent, working effectively and efficiently to resolve high-volume service requests with exceptional speed. Reducing average call times by minutes through proven expertise in troubleshooting, solutions and updates, for dependable, professional ICT support. Highly-skilled ICT Help Desk Agent, maintaining smooth-running software and system performance through astute troubleshooting and issue resolution. Managing diverse repair and maintenance tasks with precision and care to enhance ICT department functionality and optimise overall company productivity. Critical thinking] effectively resolves technical issues through troubleshooting .

## WORK HISTORY

**Safety Officer** 04/2018 to Current

**C.A.T Group** - Dammam, Eastern Province

- Regularly inspected the facilities to ensure that they met fire, hazard and safety guidelines.
- Investigated accidents and hazardous incidents to determine the cause, and made recommendations for corrective action.
- Provided instructions to staff during fire drills, including evacuation routes and proper reporting techniques.
- Conducted safety audits and investigated plant quality issues.
- Supported Chief Operating Officer with daily operational functions.
- Worked directly with departments to achieve result.
- Designed programmes, policies and procedures that were implemented to reduce or eliminate workplace injuries and hazards.
- Developed safety training procedures and documented them in manuals, which were distributed to all staff members.
- Enabled ongoing compliance with management systems, audits and inspections.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

**Human Resources Officer** 04/2016 to 01/2018

**Alkaltham Holding** - Dammam

- Educated management on successful approaches for enhancing policy

implementation and enforcement, preventing legal issues involving employees.

- Recruited, hired and oversaw staff, managing job interviews, conducting exit interviews and leading onboarding sessions.
- Assessed and improved compensation packages, attracting highly qualified applicants for organisational vacancies.
- Coordinated training and handled logistics and administrative tasks.
- Maximised team knowledge and productivity by effectively training, monitoring and directing employees in best practices and regulatory protocols.
- Decreased project gaps by successfully mentoring staff on best practices and protocol while monitoring performance quality control for corrective action planning.
- Monitored multiple databases to keep track of all company inventory.

#### **IT customer care Help Desk**

01/2005 to 01/2010

**Saudi Aramco Company** - Dhahran, Eastern Province

- Communicated clearly and professionally with service users, simplifying complex ICT solutions for ease of understanding.
- Maintained updated knowledge of (SAP and Microsoft Office to offer best-possible service-user support.
- Reduced help-desk call-handling times by (15) minutes to enhance ICT service centre efficiency.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Analysed departmental documents for appropriate distribution and filing.
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Performed initial client assessment and analysis to begin research process.
- Supported Chief Operating Officer with daily operational functions.
- Worked directly with Change Management Group to achieve better results.

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## **EDUCATION**

Secretary, 07/2004

**Alussan Commercial High school** - dammam

Graduated of Master Levels English, 02/2011

**ELS, Santa Barbara California** - Santa Barbara

Managing Project Risks, 01/2020

**Human Resources Development Fund (Doroob)** - Saudi Arabia

OSHA Compliance ( General Industry ), 02/2019

**CAT Group Company** - Dammam

IT in the Workplace - Master Microsoft, 01/2020

**Human Resources Development Fund** - Saudi Arabia

Managing Project Risks, 01/2020

**Human Resources Development Fund** - Saudi Arabia

Data Analysis, 02/2020

**Human Resources Development Fund** - Saudi Arabia

Leadership Skills, 03/2020

**Human Resources Development Fund** - Saudi Arabia

Professional mixed Work Environment Ethics, 04/2020

**Human Resources Development Fund** - Saudi Arabia