

# Basem Alotaibi

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*Led teams of 50+ members | Controlled Stock of 100+ SKUs | Solved 100s of customer issues*

A professional Flagship Coordinator and Sales Consultant with 8+ years of experience in Customer Relationship Management, Team Leadership and Logistics Management. Gained practical experience in Staff Development, Strategy and Data Management, and acquired certifications in TOT & HRM

## PROFESSIONAL EXPERIENCE

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*Zain KSA – Riyadh, Saudi Arabia*

### **Flagship Coordinator**

*11/2016 - Present*

- Closed and deposited daily transactions and deals coordinating with the Finance department
- Managed stock levels in the showroom and warehouse, **100+** Stock Keeping Units (SKUs) and thousands in item count
- Controlled logistics, supply & order of devices, and management of device tables
- Acted as a branch manager and completed certain tasks when necessary (e.g. leaves, emergencies)
- Performed stock count with an average of **3** times per week

*Zain KSA – Riyadh, Saudi Arabia*

### **Acting Flagship Supervisor (Sales Consultant)**

*11/2015 - 11/2016*

- Followed-up on daily and monthly sales targets for the team
- Liaised with the coordinator and executed tasks as a delegate
- Cooperated with other departments to solve client issues; solved an average of **70+** issues per day
- Supervised the showroom and sales **5** team members

*Zain KSA – Riyadh, Saudi Arabia*

### **Helpdesk shift leader**

*04/2014 - 11/2015*

*Joined as a Helpdesk Agent and scaled to a Shift Leader within 3 months*

#### **As a Helpdesk Agent,**

- Scheduled technical issues and inquiries according to guidelines and system procedures
- Achieved *Service Level Agreements (SLAs)* and *Operational Level Agreements (OLAs)*

#### **As a Helpdesk Shift Leader,**

- Reviewed tickets on a systematic basis and generated periodic reports
- Led over **50** team members within the whole department floor
- Facilitated and solved issues for Sales Representatives in the showroom

- Maintained Pre-quality Assurance measures and followed guidelines in solving problems
- Planned work shifts, reviewed daily briefings, and maintained service levels

*Etisal International Company – Riyadh, Saudi Arabia*

**Call Center Shift Leader**

01/2013 - 04/2014

*Joined as a Call Center Agent, and scaled to a Shift leader within 3 months*

- Supervised 15+ team members directly and 40+ within the whole department floor
- Planned work shifts for team members on a daily and weekly basis
- Processed issues and reported to the technical support department accordingly
- Received daily briefings from team members and prepared PowerPoint presentations
- Handled any specific phone calls and customer inquiries when necessary

*Safa Pharmaceuticals – Riyadh, Saudi Arabia*

**Human Resources**

01/2012 - 01/2013

Worked in the Human Resources department supervising 4 managers and Pharmaceutical Warehouses. Ensured 24-hour security and surveillance and took effective safety measures. Led logistics operations and liaised with other departments accordingly

## **COURSES & CERTIFICATES 2020**

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*Training of Trainer - Hadaf Global Training Center*

*HR Management – Management Experts Academy*

*Time Management - Doroob*

*Leadership Skills - Doroob*

*Stress Management in the Workplace - Doroob*

*IT in the Workplace - Master Microsoft Office*

## **EDUCATION**

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*Technical Institute for Health Training – Riyadh, Saudi Arabia*

01/2011

Health Training Pharmacy

## **LANGUAGES**

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**Arabic:** Native

**English:** Full Working Proficiency