



# Fahad A. Al-Qahtani

Trade Compliance & Customer Service Department

Eastern Province  
Saudi Arabia  
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**PERSONAL SUMMARY:** Dedicated compliance service representative motivated to maintain and contribute to an organization's success. Proven ability to establish controls and exceed expectations. A reliable team player with extensive experience in driving change with a great ability to make strategy become reality.

**PERSONAL INFORMATION:**      **Date of Birth:** 7/1/1989      **City:** Dammam.      **Status:** Single.

## CAREER HISTORY:



Trade Compliance Representative.

Sadara Chemicals Company

Employment dates (7/01/2016 – Present)

### Duties:

- Assisting in administering an effective export compliance program to ensure compliance with regulatory requirements related to export controls
- Undertaking daily denied party screening using SAP GTS
- Assisting in the development and implementations of compliance tools such as control matrices
- Preparing, submitting and managing End User Certificate request for controlled items and technology
- Developing and preparing Trade Compliance weekly/monthly KPI dashboards
- Communicating with the customers, internal suppliers, external suppliers, freight forwarders to ensure that the suppliers are committed with our expectation and to see the customers are satisfied.
- Meetings (with the customers, internal suppliers, external suppliers, freight forwarders).
- Doing Site visit (with the customers, internal suppliers, external suppliers, freight forwarders).
- A member of Sadara Creditors Reliability Test committee.
- Assigned by the leadership level to work as a gate keeper with other departments.
- Working with SAP team to make the system easier for other functions.
- Offering the service to the customers who are looking to work with Trade compliance & customer service.
- Evaluating the supplier's performance.
- Investigating with any complaints from the customer related to Sadara products and make a preventive action.
- Made the procedure for overage, shortage, incorrect, and damage received materials.
- Made the procedure for non-workable purchase orders.
- Made the procedure for delivered Purchase orders to be recorded in the system.
- Got an appreciation certificate from one of Sadara plants for extra effort.
- Representing Sadara Supply Chain Department in some events.
- Got significantly exceed expectation.
- Assigned as a Safety focal point for Trade Compliance & customer service since June,2017 with the following achievements:
  - Lead the department to covered 200% of the KPI on BBP & Near Miss.
  - Recognized by the director on many occasions related.
  - Gave more than 30 safety training session for the whole department.



Sr. Administrator, Supply Chain Management.  
Sahara Petrochemicals Company  
Employment dates (24/06/2013 – 11/10/2015)

#### Duties:

- Working with weekly list of purchasing requests from the proponents.
- Created a request for quotation for different suppliers/vendors.
- Did the matching between the requirement from the proponent with offers received and going forward with the best price & quality.
- Meetings (with customers and the suppliers).
- Supplier site visit.
- Set with Material Management to see the upcoming orders and the requirements.
- Presentations for the high level of Sahara Management.



Customer Service Representative.  
Saudi British Bank  
Employment dates (15/07/2008 – 02/03/20011)

#### Duties:

- Distributed the daily task to the team.
- Provided the services to the customers.
- Evaluation of staff monthly as quality rep.
- Listen to the recorded calls to make sure that the employees were in accordance with procedures.

#### ACADEMIC QUALIFICATIONS:



Arab Open University.  
Study date (2018 – Graduation expected 2021).  
Bachelor / Business Administration



Institute of Public Administration.  
Study date (2011 – 2013).  
Diploma / Business Administration      GPA: 4.09 / 5.00

#### Courses & Training:

- Seven Habits.
- Communication Skills.
- Influence with results.
- Presentation with impact.
- Worked for Zain Saudi Arabia - summer training.
- Worked for a Saudi company German building regulations - summer training.
- Prince Mohammad bin Fahd bin Abdulaziz Al Saud program for Training and Development:
  1. English language course - 3 months.
  2. Computer Applications course – 3 months.
- Global Institute of Languages:  
Presentation with impact.
  1. English language course - 3 months.

### Computer Skills:

- SAP.
- Adobe Photoshop.
- Microsoft Office.
- Graphics.

### Personal Skills:

- Well Communication skilled.
- Team player.
- Self-learner.
- Open to support other.

### Others:

- Director of Sadara Cultural Club (2017 – Present).
- Director of Sadara Volunteer Club (2016 – Present).
- Blood Donation Campaign 2015 & 2016 & 2017.
- Program running charity race for 2007.
- SABB Community Service 2009.
- Artist.