

# Hussain Ali Alrasasi

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## Education:

Associated Degree (Diploma); Major in Accounting; GPA 4.62/5  
Technical and Vocational Training Corporation, Al Hasa, KSA

July 2011

## Work Experience:

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### Esad HR Solutions & Management

October 2018

#### Operation Coordinator

Sales & customer Service (Accommodation & Transportation Coordinator)

- Answering client and customer questions about service.
- Setting personal/team sales targets and call handling quotas.
- Listening to customer and client complaints or concerns and working to resolve their issues.
- Communicating with clients and customers about their experiences with the service.
- Communicate and coordinate with internal departments.
- Schedule shifts and arrange for replacements in cases of absence.
- Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.
- Investigates complaints regarding housekeeping service and takes corrective action.

### Souq.com (SHEHANNA)

May 2017- Aug 2018

#### Customer Service Agent

- Managed day-to-day office operations, provide a welcoming, supportive environment and superior customer service by properly answering inquires, and professionally filing documents
- Strong understanding of shipping and receiving processes
- Good inventory, shipping tracking skills and working in warehouse environments
- Shipment Return Request, Fund Transfer from Customer Souq.Com Account to Customer Bank Account

- Prepared outgoing items for shipment and Assign drivers

### Mobily (NCBS)

March – July 2016

#### Customer Services (Data Entry Operator)

- Superior customer service by properly answering inquires, and professionally data entry
- Explain a new offer for Customers, Updating there information, and adding the finger print

### Sherif J Alkhars EST. for General Contracting

January 2009- December 2010

#### Accounting (Petty Cash)

- Account payable and Invoice Entry

- Managing the petty cash through day-to-day

**Newtech Compute**

**Bill Collector**

**February 2006 – December 2008**

- Carried out the tasks of a Store Manager
  - Administered and maintained customer relationships and services
  - Flowing up with Account Receivable and any late payment form Customer
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**Skills and Trainings**

- Excellent oral communication skills
- Problem Solving, Dependable and hard-working
- Good ability to work as a valued team member
- Innovation
- Excellent time management and Leadership skills

**Other Skills**

Computer Skills:

- Microsoft Office (Word, Excel)

Language Skills

- Arabic (Native Language)
- English (Very Good).