**Abdullah S. Alajaj**

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Results-driven professional with a diverse background in leadership, customer service, and technical expertise. Adeptly managed daily operations as a supervisor at a prominent fast-food establishment in Dammam, Saudi Arabia, exhibiting strong leadership while orchestrating team tasks, streamlining workflows, and maintaining unwavering quality control. Demonstrated finesse in financial operations and customer interactions as a Cashier at La Casa Pasta, ensuring seamless monetary transactions and enhancing the overall retail experience. As a Manager at Alajaj Cars rental, showcased meticulous attention to detail in quality assurance, pricing strategies, and database management, resulting in elevated client experiences and optimized revenue management.

**Education**

**Bachelor of Science in Business & Management Systems –** Missouri University of Science and Technology (Missouri S&T) **Dec 2015**

* Lawrence Technological University (LTU)
* Masters of Science in Computer Science (Data Mining/Big Data)
* Minor in Information Science & Technology

**Areas of Expertise**

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| --- | --- | --- | --- | --- | --- | --- |
| * Team Coordination * Leadership Skills * Quality Control * Operational Efficiency * Customer Satisfaction * Financial Protocols * Point-of-Sale Operations * Inventory Control | * Transactional Accuracy * Cash Handling * Client Experience * Pricing Modulation * Market Dynamics * Rental Fleet Management * Quality Assurance * Data Manipulation | * MS Access Database * Technical Assistance * Online Registration * Issue Resolution * Remote Access * Client Conflict Resolution * Database Refinement * Multimedia Integration |  |  |  |  |

**Core Competencies**

* **Lead Team Operations and Coordinate Activities:** Successfully managed daily operations and coordinated team efforts at prominent establishments, ensuring adherence to standards and optimizing customer satisfaction. Orchestrated tasks, streamlined workflows, and upheld rigorous quality control measures, exhibiting strong leadership skills.
* **Deliver Customer-Centric Service Excellence:** Skillfully managed monetary transactions, maintained transactional accuracy, and enhanced retail experiences as a cashier. Executed point-of-sale operations adeptly, handling diverse payment methods.
* **Strategize for Efficient Management and Data Analysis:** Executed meticulous quality assurance protocols for vehicle rental services, identifying and escalating mechanical issues. Employed advanced MS Access database for data assimilation, financial oversight, and pricing modulation based on market dynamics.
* **Provide Expert Technical Support and Resolution:** Offered expert technical assistance to optimize customer experience with GM's OnStar service. Guided customers through service package selection, and facilitated seamless integration of services with vehicle systems.
* **Leverage Database Expertise for Effective Communication:** Proficiently used Microsoft Access and Visual Basic to refine databases, facilitating client progression through diverse training programs. Administered dynamic email Listservs and integrated multimedia components to engage customers, enhancing communication effectiveness.

**Work Experience**

**Albaik** – Dammam Saudi Arabia **2022 – Present**

**Supervisor**

* Successfully managed daily operations at a prominent fast-food establishment in Dammam, Saudi Arabia, ensuring team coordination, adherence to standards, and optimal customer satisfaction.
* Exercised strong leadership skills while overseeing a dynamic team at a well-known location in Dammam, orchestrating tasks, streamlining workflows, and upholding rigorous quality control measures.
* Headed essential supervisory responsibilities within a bustling setting in Dammam, Saudi Arabia, adeptly handling personnel, fostering collaboration, and consistently driving operational efficiency.
* Played a vital role as a leader in a vibrant Dammam locale, skillfully balancing personnel guidance, performance assessment, and process enhancements, contributing significantly to organizational goals and exceptional customer experiences.

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**La Casa Pasta** – Dammam **2020 – 2022**

**Cashier**

* Skillfully managed monetary transactions and upheld transactional accuracy while serving as a cashier, contributing to a seamless and customer-centric retail experience.
* Orchestrated the point-of-sale operations with precision, deftly handling diverse payment methods and ensuring adherence to financial protocols, enhancing the overall efficiency of the service.
* Acted as a pivotal link between customers and the establishment, executing cashier responsibilities with finesse, encompassing precise item scanning, price validation, and attentive customer interactions.
* Demonstrated meticulous attention to detail and a strong sense of responsibility in maintaining accurate cash registers and upholding inventory control, pivotal in supporting the establishment's operational fluidity.

**Alajaj Cars rental** – Dammam, Saudi Arabia **Jul 2018 – Sep 2019**

**Manager**

* Executed a meticulous quality assurance protocol, diligently highlighting and escalating any mechanical issues to the vehicle technicians while ensuring an unparalleled client experience.
* Formulated and compiled detailed weekly and monthly reports encompassing the entirety of the rental vehicle fleet, meticulously validating the currency and legitimacy of all requisite rental authorizations.
* Employed a judicious approach to pricing modulation in response to shifting market dynamics, harnessing potential for enhanced corporate gains while preserving the integrity of customer-centric value propositions.
* Pioneered the conception and construction of a sophisticated MS Access database, pivotal in the assimilation and streamlined manipulation of data, thereby amplifying the efficacy of financial oversight encompassing revenue inflows and outstanding remittances.

**General Motors Technical Center (Subcontracted through Aerotek & Minacs) –** Warren, MI USA **Jul 2016 – Oct 2017**

**OnStar Support Representative**

* Provided expert technical assistance to enhance customer experience with GM's OnStar service, ensuring seamless utilization of its complete range of features.
* Guided customers through online registration and service package selection, ensuring alignment between their chosen OnStar package and desired service functionalities.
* Proficiently addressed customer inquiries related to website navigation, seamless integration of the cellphone application with vehicle systems, Bluetooth device connectivity, and comprehensive comprehension of the FamilyLink service.
* Skillfully identified and diagnosed customer challenges, effectively facilitating redirection to specialized support divisions to achieve comprehensive resolution of their concerns.

**Thomson Reuters** – Ann Arbor, MI USA **Dec 2015 – Apr 2016**

**Support Representative Intern**

* Effectively mediated and resolved client conflicts related to UltraTax CS software, optimizing the tax document preparation process with precision.
* Executed diligent call logging procedures and tactfully escalated recurring technical issues, resulting in expedited resolutions and heightened program functionality.
* Leveraged advanced remote-access capabilities to promptly rectify intricate program conflicts, minimizing client distress and exemplifying a commitment to efficient issue resolution.
* Methodically tracked and documented client inquiry resolutions, ensuring consistent communication that engendered unwavering customer loyalty across successive seasonal cycles.

**Missouri Local Technical Assistance Program (MO-LTAP)** – Rolla, MO USA **Jun 2013 – Jul 2015**

**Database Specialist & Data Analyst**

* Proficiently leveraged the capabilities of Microsoft Access and Visual Basic to craft and refine databases, skillfully assimilating client data to facilitate the seamless monitoring of their progression throughout various training programs.
* Pioneered the development and continuous administration of dynamic email Listservs, streamlining the dissemination of training opportunities to a diverse array of clients with precision and expediency.
* Executed the strategic integration of multimedia components, overseeing the uploading of videos and the consistent revitalization of website content, thereby effectively enlightening and engaging customers regarding upcoming training openings.

**Certification**

* Certified Customer Service - Know your customer **Dec 2019**
* Certified on Completing the Course Leadership Skills **Dec 2019**
* Certified on Completing the Course Introduction to Microsoft PowerPoint **Dec 2019**
* Certified on Completing the Course Leadership Essentials **Dec 2019**
* Certified on Completing the Course Smart Work Ethics **Dec 2019**
* Certified on Completing the Course Explore Yourself **Dec 2019**
* Certified on Completing the Course Master Microsoft Excel 2013 **Dec 2019**
* Certified on Completing the Course Conversational English Skills for Beginners **Dec 2019**
* Certified on Completing the Course Introduction in Microsoft Word **Dec 2019**
* Certified on Completing the Course Introduction in Microsoft Outlook **Dec 2019**
* Certified on Completing the Course Personal Development **Dec 2019**

**Technical Skills**

SQL | C#/C++ | NET | Java | Minitab Visual Studio | MS Visual Studio | Macro Writing/Formatting | ERP | Autodesk AutoCAD | SAP ECC | SAP SCM | BW | Sybase Unwired Platform | SAP Mobility | UltraTax CS | Microsoft Office