

# HAMAD ABDULAZIZ AL-DAWOOD

**Location:** Riyadh – KSA      **Mobile:** +966557555677      **Email:** Hamadabdulaziz@mail.com  
**Nationality:** Saudi      **DOB:** 27/2/1984      **Marital status:** single

## OBJECTIVE

Dedicated and results-driven with 10+ years of experience in coordinating and managing the transportation of goods. Seeking for an opportunity to use my expertise in cargo handling, logistics coordination, and compliance management to contribute to the seamless movement of workflow within a dynamic cargo environment. Eager to utilize my strong organizational skills and attention to detail to ensure efficient cargo operations and exceed customer expectations.

## QUALIFICATION

- Communications
- Teamwork
- Computer skills
- Resourceful
- Coordinating
- Energetic
- Attentiveness
- Problem-solving
- Data analysis & Reporting
- Responsibility
- Willingness to learn
- Goal oriented
- Advance MS
- Time management
- Filing & Record Keeping

## EXPERIENCES

### OPERATIONAL MANAGER ASSISTANT

UPS – KSA | NOV 2022 - Present

In addition to my post as a customer service agent, I am as well filling the post of the Assistant the operational Manager in performing the daily operational tasks such as Planning and Overseeing daily operations in the department, Managing the team, Setting and Monitoring operational goals, Implementing process improvements, maintaining smooth workflow, Managing budgets and resources, Analyzing performance, Resolving issues and conflicts if found and communicating with other departments to ensure all tasks are being performed on timely manners.

## **CUSTOMER SERVICE**

UPS – KSA | NOV 2022 - Present

- Responding to customer inquiries and concerns via phone or chat about shipment status, delivery and any other related issues.
- Resolving customer complaints related to lost or damaged shipments, late deliveries, billing discrepancies, or any other concerns in a professional and timely manner.
- Assisting customers with placing orders, scheduling pickups, generating shipping labels, and updating shipment details in the system accurately.
- Managing the process for handling returns, exchanges, and refunds for customers, ensuring that the necessary documentation and procedures are followed.
- Keeping detailed records of customer communications, feedback, and resolution outcomes in the customer service system for future reference and improvement.

## **MANAGER OF THE CUSTOMS CLEARANCE DEPARTMENT**

Al Jazeera Transportation Company – KSA | Oct 2021 – Oct 2022

- Managing a team of customs clearance specialists to ensure compliance with all customs regulations and procedures.
- Implementing customs clearance processes and strategies to expedite the clearance of shipments.
- Collaborating with customs officials and regulatory authorities to resolve any issues or discrepancies in customs clearance procedures.
- Training and mentoring staff on customs regulations, classification, and documentation requirements.
- Conducting regular audits and reviews to ensure accuracy and completeness of customs clearance documentation.
- Monitoring and tracking the status of customs clearance for all shipments, resolving any delays or issues promptly.

**EXPRESS MAIL MANAGER****SAL Cargo Company - KSA | Oct 2019 – Oct 2021**

- Supervising and managing mailroom operations through staff management, assigning tasks, and ensuring that all mail handling processes are performed efficiently and accurately.
- Overseeing the sorting, distribution, and delivery of incoming and outgoing mail, ensuring that it reaches the correct recipients in a timely manner.
- Troubleshooting mail processing equipment such as postage meters, mail sorters, and barcode scanners to ensure they are in optimal working condition.
- Enforcing security measures to protect sensitive or confidential mail items, such as registered or certified mail, and ensuring compliance with privacy regulations.
- Coordinates with external postal services and courier companies to arrange for the pickup and delivery of bulk or time-sensitive mail items.
- Addresses any mail-related issues or complaints from employees or customers, investigates discrepancies, and implements corrective actions to prevent future problems.
- Ensuring the smooth and efficient operation of the mailroom, managing staff, resources, and processes to facilitate the timely and accurate handling of mail within the organization.

**INTERIM MANAGER / SUPERVISOR - SALES, JET SECTION, TRANSIT & COURIER****SAL Cargo company - KSA | Oct 2011 – Oct 2018**

- Implementing sales strategies to drive revenue growth for cargo and courier services.
- Managing a team of sales representatives, customer service agents, and operations staff to ensure efficient handling of cargo and courier shipments.
- Monitoring and analyzing sales performance metrics to evaluate the effectiveness of sales strategies and identify areas for improvement.
- Coordinating with airline partners and logistics providers to optimize freight transportation routes and ensure timely delivery of goods.
- Overseeing the processing of cargo and courier shipments, including tracking and tracing, customs clearance, and documentation.
- Ensuring compliance with regulations and standards related to air cargo and courier services, including security and safety protocols.
- Training and developing staff to enhance their sales, operational, and customer service skills.
- Cooperating with other departments to optimize cargo handling and transportation processes.

## **ADMINISTRATIVE STAFF**

**The Bureau of Investigation & Public Prosecution – KSA | Mar 2009 – Sept 2011**

- Managing and organizing administrative tasks such as filing, data entry, and document preparation.
- Handling correspondence, emails, and phone calls on behalf of the bureau.
- Scheduling appointments, meetings, and coordinating travel arrangements for staff.
- Maintaining office supplies, equipment, and ensuring office operations run smoothly.
- working with other departments and external partners to coordinate activities and events.
- Ensuring compliance with regulations, policies, and procedures within the bureau.

## **SUPERVISOR - AIR CARGO WAREHOUSE**

**King Khalid Airport – KSA | Jun 2006 – Feb 2007**

- Supervising warehouse personnel to ensure that they are following proper procedures and safety protocols.
- Coordinating with air cargo carriers to manage incoming and outgoing shipments.
- Monitoring inventory levels and tracking shipments to ensure accurate and timely delivery.
- Organizing and prioritizing tasks for warehouse staff to ensure efficient workflow.
- Resolving any issues or challenges that may arise during the shipping and receiving process.
- Maintaining a clean and organized warehouse environment.

## **CARGO OFFICER**

**Al Khoriji – KSA | Mar 2005 - Mar 2006**

- Handling transportation of cargo goods, ensuring efficient and timely delivery.
- Organizing the loading and unloading of cargo from vessels, aircraft, or trucks.
- Managing documentation related to cargo shipments.
- Communicating with clients, vendors, and transportation providers to coordinate logistics and resolve any issues or delays.
- Monitoring the movement of cargo shipments to ensure they reach their destination on time.
- Handling any issues that may arise during the transportation process.
- Providing customer service support to address inquiries, complaints, or requests related to cargo shipments.
- Maintaining accurate records and reports related to cargo shipments and logistics operations.

## LICENSES

- Dangerous Goods and Radioactive handling.
- B747-200F Weight and Balance.
- B747-800FWeight and Balance.
- MD-11FWeight and Balance.
- B777FWeight and Balance.

## EDUCATION

- **2018**

- Emergency Response Planning
- Airside Rules and Regulation
- Human factor
- Cargo aviation English
- GACA REGULATION
- ULD AWARNESS
- Skills & Supervisory guidance
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- **2017**

- Safety management systems
- Airside Safety

- **2016**

- Aviation Security
- Health & Safety Fire Emergency Procedures

- **2009**

**High School Diploma / Capital Commercial Institute.**

Business Studies & Commerce