

# Hussein Abdulbasit Al Mubarak

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## OBJECTIVE

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Detail-oriented and customer-focused Car Rental Clerk with a passion for delivering exceptional service and ensuring a seamless car rental experience for clients. Seeking a position where I can utilize my strong organizational skills, excellent communication abilities, and in-depth knowledge of rental procedures to efficiently manage reservations, provide accurate vehicle information, and handle customer inquiries.

## EDUCATION

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### High School Certificate - Forensic Sciences

GPA: 88.38%

Graduation year: 2014

## ACHIEVEMENTS

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- Certificate of the best employee in the Kingdom for two consecutive months.

## EXPERIENCE

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### Budget Car Rental - Rental Reception and Customer Service Representative

12/2023 – Present

Responsibilities:

- Renting out and receiving cars for customers by opening and closing contracts.
- Facilitating vehicle exchanges in case of issues.
- Managing individual and corporate reservations.
- Tracking authorization status for customers.
- Creating schedules and following up on overdue returns.

### Theeb Rent A Car Company - Rental Reception and Customer Service Representative

12/2021 – 12/2023

Responsibilities:

- Renting out and receiving cars for customers by opening and closing contracts.
- Facilitating vehicle exchanges in case of issues.
- Managing individual and corporate reservations.
- Tracking authorization status for customers.
- Creating schedules and following up on overdue returns.

### SMSA Express Transportation Company Ltd. – Sales and Customer Service Representative

12/2019 - 12/2021

Responsibilities:

- Delivering shipments to customers within the branch and handling shipments sent domestically and internationally.

# EXPERIENCE

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## **Hussain Muhammed Al-Hajri Transportation Est Foundation - Transportation Operations Manager**

10/2017- 12/2019

Responsibilities:

- Scheduling truck departures along with the goods to be transported.
- Shipping large shipments from the company's warehouses.
- Unloading goods until their scheduled delivery to customers and major corporations.

## **Southwind Telecom Company - The agent of Zain Telecommunication Company - Customer Service and Sales Representative**

03/2017 - 10/2017

Responsibilities:

- Marketing postpaid and prepaid voice and internet packages, issuing replacement SIM cards, and processing bill payments.
- Solving customer issues.

## **Saudi Networkers Services Co. Ltd. - Customer Service / Sales Representative**

02/2017 - 03/2017

Responsibilities:

- Handling major corporations to present postpaid voice and internet packages.

## **Al-Falak Electronic Equipment & Supplies Co.- Security Guard**

11/2016 - 01/2017

Responsibilities:

- Working in a company's private residential compound.
- Issuing temporary entry cards and monitoring the compound's entrance to prevent unauthorized vehicle access.
- Supervising security cameras.

## **Southwind Telecom Company - The agent of Zain Telecommunication Company - Customer Service / Sales**

08/2016 - 10/2016

Responsibilities:

- Marketing postpaid and prepaid voice and internet packages, issuing replacement SIM cards, and processing bill payments.
- Solving customer issues.

## **Leighton Middle East Company - Al Habtoor International Group Engineering Draftsman (training and then a job)**

06/2015 - 06/2016

Responsibilities:

- Trained at Tafe Arabia Technical and Further Education, covering:
  - Comprehensive manual engineering drawing.
  - 2D engineering drawing using AutoCAD, along with 3D drawing.
  - 2D engineering drawing using MicroStation, along with 3D drawing.
- After completing the training, I worked with the company.

## **Faisal Saeed Mohammed Sabiti Public Contracting Corporation - Public Accounts Technician**

02/2015 - 04/2015

## EXPERIENCE

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### **Hussein Al Nasser Contracting Foundation – General Administrative Clerk (General Accountant)**

11/2014 - 12/2014

Responsibilities:

- Recording Invoice.
- Verification of bank transfers.

Preparing receipts for customers.

### **Suhail Middle East Trading and Contracting Company - Procurement Representative**

04/2013 – 07/2014

Responsibilities:

- Purchasing items requested by the company from suppliers.
- Communicating with vendors, obtaining price quotes, and selecting the best price before making the purchase.

### **Ali Salman Abu Shaheen Foundation - Small transport car driver**

01/2012 - 04/2013

Responsibilities:

- Transporting workers to their accommodation and workplace.

## TRAINING COURSE

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- English Course - 6 Levels - Excellent Grade - 11 months
- AutoCAD 2d, 3d engineering drawing - 11 months
- MicroStation 3d, 2d engineering drawing - 11 months
- Advanced Computer Application Course - 6 months
- Advanced course in computer applications - 3 months
- SMSA Ground Opponents and Services
- SMSA Process Training
- Manual engineering drawing and get 90% in the Exam - 3 months
- Stress Management in the Workplace - 4 hours
- Understand Customer Needs - 4 hours
- Dealing with customer needs - 3 hours
- The Professionalism of Customer Service in Car Rental Offices - 3 hours
- The art of communication and planning towards change for customer service

## SKILLS

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- Technical Support and Maintenance
- Networks and Microsoft Office
- Communication skills
- Team Management
- Time Management
- Solving problems
- Working under pressure

## LANGUAGES

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- Arabic: Mother Language
- English: On a professional level