



# Mohammad Haider Ali

## Senior Transport Co-ordinator

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Dammam

### COMPETENCIES

- Supervisory and managerial skills
- Accounting and bookkeeping
- Data analytical and problem-solving skills
- Outstanding interpersonal communication, negotiation, and presentation skills
- Excellent writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely
- Self-motivated and possess “Get Things Done” attitude.
- High stress tolerance ability to maintain a high-volume and quality workload under demanding conditions (e.g. time constraint, angry customers and noisy environment); maintains a positive attitude.
- Has a good adaptability approach and grasp new skills, procedures or policies quickly, respond positively to flexible work demands, Flexibility to move easily to new and complex tasks.
- Time management skills
- Multilingual ability

### PROFESSIONAL SUMMARY

Results-driven with 15 years of experience driving business growth through strategic campaign development, team management, and data driven decision making in the domain of Administration, Banking, Finance & Transportation & Logistics Industry.

### WORK EXPERIENCE

#### Name of Current Organization- Al-Khaldi Logistics Company

**Tenure-October 2023 – Present**

**Designation: Senior GPS Co-Ordinator (For Saudi Aramco Project)**

#### Job profile

- Manage and maintain fuel automation process. Directly interacts with the drivers, dispatchers and related parties to issue diesel and petrol via various modes such as phone, WhatsApp and email mode of communication.
- Acts as the first point of call for drivers in refilling diesel and other emergency assistance. Use GPS to track truck locations to monitor drivers and find efficient routes and nearest pump stations in case of refilling fuel.
- Evaluating and assessing GPS data efficiently to issue quantity of diesel or check the misuse of diesel in case of fuel theft.
- Manages all aspects of implementing GPS data collection and tracking systems. This includes overseeing GPS tracking systems for vehicles, equipment, or personnel, analyzing GPS data to generate reports, and ensuring efficient use of GPS technology within an organization.
- Maintaining daily records of fuel requests via different channels such as calling, WhatsApp and email etc.
- Responsible for completion of daily reports and monthly summary of diesel consumption. Analyzing daily and monthly reports of odometer, fuel level, fuel filling, idle and stop timings etc. from GPS and tallying the same with reports extracted from fuel service providers like AlDrees, PetroApp and FuelWay.
- Maintaining cash vouchers and related entries in reports.
- Rigorous follow up calling for High Consumption of diesel. Issuing deduction letters along with warning and penalty letters to avoid and discourage misuse of diesel.
- Achieving objectives of minimizing diesel misuse and maximizing mileage through collecting relevant data, identifying and evaluating options and suggesting a course of action.
- Improving existing programs and SOP by evaluating objectives and specifications, reviewing proposed changes and making recommendations for better and efficient applications and technology.

**Tenure-May 2015 – June 2020**

- Good mathematical and reasoning skills.

## **LANGUAGES**

**English, Arabic, Bengali, Urdu and Hindi**

## **Designation: Payroll Supervisor cum Administrator Job profile**

1. Administer employee files and records to ensure accurate payment of benefits and allowances

### **Main Activities**

- Supervise completion of the payroll
- Review overtime and payroll reports
- Ensure up-to-date and accurate daily attendance processes
- Administer employment agreements
- Manage employee grievances and/or participate in investigations related to accurate and timely payroll processing
- Maintain week offs and leave management system

2. Supervise administrative services

### **Main Activities**

- Manage the filing, storage and security of documents
- Ensure proper coordination and timely response to employee's requests and concerns through telephone, in person or via email
- Support internal HR projects, tracking necessary action and updating reports as progress is made
- Assist with other Human Resources functions and tasks as required.
- Assisting in preparation and advertising of orders/instructions in multi languages for clear and healthy communication amongst employees and other units.

3. Administer and monitor financial activities

### **Main Activities**

- Implement financial policies and procedures
- Prepare and reconcile general bank statements
- Ensure data is entered into the system
- Ensure transactions are properly recorded and entered into the computerized accounting system
- Maintain financial files and records

5. Perform other related duties as required

- Liaising with different departments to pass on key information
- Issuing instruction and order furnished by higher management
- Assisting other units and departments in allocation of weekly off
- Tallying daily attendance with biometric records on daily basis

## **Tenure-October 2014 to February 2015 Designation: Assistant Manager (AM)**

### **Job profile**

Worked as Teller and PB (Personal Banker) with a portfolio of 200 plus productive asset accounts.

### **Duties and responsibility as a Personal Banker (PB)**

- Responsible for branch operational activities and financial services.
- Consistently executing the sales process and seeks opportunities to deliver distinctive customer service on each client interaction.
- Perform daily office responsibilities and tasks such as account transactions, account maintenance, customer correspondence, balance and monitor cash items, order and prepare cash shipments, and collection items.

- Responsible for the growth of the portfolio, ensuring targets are met and managing a team of branch sells officers (BSO)..
- Assists in balancing ATM, vault, and branch, as required.

#### **Duties and responsibility as a Teller**

- Perform specialized tasks such as preparing cashier's cheques, personal money orders, issuing traveler's checks and exchanging foreign currency
- Recording all transactions promptly, accurately and in compliance with bank procedures
- Balance currency, cash and cheques in cash drawer at end of each shift
- Ensuring compliance with all internal controls and established policies and procedures

**Name of Organization- HSBC Bank**

**Designation: Assistant Service Manager (ASM)**

**Tenure-October 2008 till October 2014**

#### **Designation: Customer Executive**

- Dealt with Personal Banking products such as Savings Account, Current Account, Term Deposit, HSBC Credit and Debit Card and Trade Services products.
- Resolving customer complaints and escalations via coordinating with various departments/units within the Bank to ensure completion of task within stipulated time as per SLA (Service Level Agreement).
- Ensuring a high level of Customer Service and operational effectiveness and control.
- Identifying lead generation during customer interaction.
- Ensuring satisfactory KYC documentation, audit ratings and no adverse comments from internal, external and RBI (Reserve Bank of India) auditors by exercising caution.
- Initiated project to lower volume of complaints and escalations to banking regulators and making process of handling customer's complaints smoother and efficient.

#### **Designation: Customer Service Manager (CSM)**

- Manage a team of customer service executives.
- Responsible for business and strategic planning required for the department
- Ensure communication initiatives across various departments to ensure optimum centralized services
- Initiate and support business improvement initiatives within staff members
- Be available to affect the entirety of the team's operations. Handling of department audits, audit reviews and reports and closing of audit findings such as:

- Assist agents' interaction with irate customers.
- Monitor queue and track inbound calls and emails. Keep agents aware of inbound calls and mail, calls waiting, abandonment rate, etc.
- Motivate and encourage staff through positive communication and feedback

- Prepare, review, issue various department required reports (Monthly Report, Audit reports, SLA Reports, Quarterly Reports, etc.)
- Conducting weekly meetings with team to review the following topics:
  - Review the past week's events, including statistics, results and industry news.
  - Disseminate new product information to the agents.
  - Induct new joiners to staff members.

## PROFESSIONAL ACCOMPLISHMENTS

- Awarded with one of the Best Team and qualified in **HSBC 100 Clubs** team.
- Winner of thanks and appreciation award in several quarters.
- Trained in **Six Sigma-Yellow Belts**. Submitted several projects and ideas to maximize departmental revenue and minimize service cost. Such projects improved process and operational efficiency with cost reduction in banking services and deliveries.
- Active participant in **CSR (Corporate Social Responsibility)** and being associated with **Future HOPE- An orphanage to street children**.
- Active volunteer in environmental projects.

## ACADEMIC PROFILE

- Passed matriculation (**ICSE**) from **Ling Liang High School** with **73.4 %** in 2001
- Passed higher secondary (**ISC-Science**) from **Ling Liang High School** with **64.5 %** in 2003
- Passed Bachelor of Science (**B.Sc.**) from **Calcutta University** with **53%** in 2008

## PERSONAL DETAILS

Date of Birth	:	27 <sup>th</sup> June 1983
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Married
Iqama Status	:	Sponsorship