

# Khadija Abdali Rabia

Bahraini

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## **Objective:**

To be part of an interactive organization that offers a constructive workplace environment, where learning and growth is continues.

## **Education and Qualification:**

2011-2015	Bachelor Certificate of International Logistics Management (GPA 3.15)	Bahrain Polytechnic
2018-Current	CIPS Diploma – Procurement and Supply	Chartered Institute of Procurement & Supply
2013-2015	CILT Advanced Diploma in Logistics and Transport	Chartered Institute of Logistics and Transport
2011- 2013	CILT Certificates in Logistics and Transport	Chartered Institute of Logistics and Transport

## **Working Experience:**

### **2016-2019 (Dec-Jan) Sales Support Executive – Agility Bahrain**

- Following closely with supplier & origin offices on shipment status, till they reach destination.
- Preparing quotations for Air, Sea, Land, Warehousing and Clearance.
- Creating shipment standard operating procedure.
- Arranging for truck allocation, with the required documents and passes.
- Filing and maintaining insurance data in coordination with the accounts / Land department.
- Tracking and updating status reports on regular basis.
- Answering customer enquiries and following up on their orders.
- Managing the correspondence between sales team and their clients along with inter-company offices.
- Arranging for approvals and document collection.
- Training new interns.

### **2015-2016 (Oct-Nov) Customer Service Executive - Agil Freight Logistics SPC (Aqua Air Logistics)**

- Preparing delivery orders for Sea LCL, Full Container and Air shipments.
- Preparing files and checking the documents of Sea LCL, Full Container and Air shipments.
- Manifesting shipments via OFOQ (Bahrain Customs System).
- Preparing daily report of released delivery orders and collected warehouse storage of released shipments
- Closing job files after releasing delivery order with payment, receipt, freight and invoices
- Tracking import & export sea, air and road freight shipment
- Opening jobs file in E-freight Suite for Air, Sea and Road Couriers
- Sending reminders of cargo arrival notice and pending shipments
- Raising payment request for collection of delivery orders
- Preparing supporting soft and hard copy documents for credit customers
- Assisting the finance team with credit customers and closed jobs documents
- Providing support to the operation team when needed
- Answering customer enquiries and following up on their orders

### **2015 (March-May) First Bahrain – Majaal Warehouse Company (internship)**

- I worked on creating a tool to assist Majaal in understanding the tenant needs (graduation project)
- Designing and running the satisfaction survey face to face with more than 20 tenant
- I had to deliver a report detailing the performance level of a mock fire drill
- Front desk help “Receptionist” I had to answer calls, take notes and make sure that cheques were received by the right contractors

## **2014 -2015 (July-Feb) CRM Executive - Batelco**

- Answered 80 – 110+ calls per day
- I always ranked among the top performers
- Checking up on customers lines, postpaid, prepaid and landline to see where the problem is
- Clarifying in details customers bills
- Keeping customers posted by following up on their complaints with the involved units.
- Capable of using several programs
- Offering packages upgrades to customers
- Providing practical solutions for the customers
- Going over every step of customers device settings
- First 2 months I was enrolled under summer employment program.

## **Volunteering**

### **2014 (Jan-Sep)**

#### **Founding member of Mada Youth Center**

- Focused on how to develop the youth by empowering them to take a role in the society
- Took part in organizing several events where more than 300 people attended
- Liaison with participant, sponsors and in charge of catering which I had to bargain for lower prices and in most cases I was able to get them to cater the event for free
- I persuaded DHL to be part of the event and to shed more light on Logistics in Bahrain

### **2013-2014**

#### **Bahrain Polytechnic Student Registry Team (SRT)**

- Assisting during the admission and registration periods
- Processing document of 50-70 person on a daily basis, as well as assisting in the online registration
- Participating in school visits, exhibitions and career expos, representing Bahrain polytechnic and the Logistics major

### **2012**

#### **Speaker at NCS Major Event "Logistic"**

- In which I lectured about Logistics major for more than 100 audience
- I participated in advertising the event on social media's

## **Skills and Competencies:**

### **IT**

Typing skills and using Microsoft Office

### **Language**

Arabic (Speaking and Writing)

English (Speaking and Writing)

### **Interpersonal**

Good communication skills

Self-motivated

Leadership skills

Persuasion

Negotiation

## **References:**

### **Heta Parikh**

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