

HAJAR NSSER MOAZIB

PROFESSIONAL SUMMARY

Forward-thinking Assistant Manager skilled at leading teams to efficiently meet goals. Successful background matching employees with roles for maximum performance. Upbeat and proactive with strong focus on continuous operational improvement. Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills.

WORK HISTORY

ADMIN ASSISTANT 07/2021 to 06/2022

Crown Chemical Co , Khobar, Eastern Province

- Evaluated staff performance, implementing training and development programmers to maintain exceptional service levels.
- Developed organizational policies for administrative oversight and internal controls.
- Created digital file classification system for company-wide use.
- Established clear budgets and cost controls strategies to meet objectives.
- Supported long-term business need strategies, generating customer relations feedback for process improvements.
- Initiated inventory control measures to manage and replenish stock, maintain costs and meet customer demands.

REAL ESTATE FINANCE CONSULTANT 06/2019 to 06/2020

Saudi Home Loans, SHL , Khobar, Eastern Province

- Drove business performance improvements by establishing clear, measurable KPI metrics.
- Oversaw audits to collate accurate data and recommend constructive improvements.
- Harnessed data visualization to drive insights through management reporting.
- Reduced annual business expenditure through careful expense monitoring.
- Recruited high-achieving team members for enhanced department performance.
- Analyzed financial performance to implement key improvement strategies.

CUSTOMER SERVICE 06/2018 to 06/2019

Astoon Medical Services Company Limited, Gama , Khobar, Eastern Province

- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Answered customer telephone calls promptly, improving on-hold wait times and enhancing customer satisfaction scores.
- Networked with media and PR professionals to build campaign reach.
- Evaluated campaign performance to optimize return on investment.
- Developed targeted advice for decision-makers on how best to reach target consumers and build awareness.
- Wrote engaging, entertaining and informative media scripts for different uses.

SKILLS

- Management accounting
- Cashflow forecasting
- Relationship management
- Microsoft office
- Financial policy creation
- Financial management

EDUCATION

King Fahad Private School, Khobar, Eastern Province
Certificate of Higher Education, Scientific Section, 01/2016

TRAINING COURSES

- English language course at **Arab Open University**
- English language course at **British Council**
- Event management skills at **Leader Forums For Training Serves**

LANGUAGES

- Arabic
- English