







Jehad Alobaid

CONTACT

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-  Date of Birth
NOV. 11th, 1998
-  Marital Status
Single
-  Citizenship
Saudi

LANGUAGES:

- Arabic
- English

KEY SKILLS:

- **Communication** –Deals with customers at all levels to ensure successful communication through actively listening and thoughtful questions.
- **Team Player** - Enjoy sharing knowledge and encouraging development of others to achieve specific team goals.
- **Computer Skills:** Microsoft Excel, Microsoft PowerPoint, Email Management, Social Media Management, and Data Entry & Data Analysis.
- **General Skills:** infographic designs, Work-under pressure, Time-Management, Task-Management, Constructive, Flexibility, psychology.



EDUCATION

- 2022 ● Bachelor's Degree in Social Work
King Saud University, Riyadh



WORK EXPERIENCE

- 2022 Present ● **Nana: Last-Mile Associate**

- Managed team of bike riders, including training, work planning, performance management, and issue resolution.
- Ensured fleet maintenance and reported incidents and issues, enabling prompt corrective actions to prevent operational disruptions.
- Monitored day-to-day agent performance and demand vs forecast, resulting in increased daily throughput while maintaining on-time deliveries and decreased Cost per Order (CPO) for the last mile operation.
- Aligned vehicle and bike rider distribution to meet demand, ensuring operational readiness while minimizing costs.
- Developed and recommended solutions to maintain the quality of courier experience, resulting in increased customer satisfaction and retention.
- Tracked route performance and its impact on delivery efficiency, identifying opportunities for improvement and optimization.
- Generated daily and weekly reports on CPO and courier utilization, providing insights for performance improvement..

- 2021 ● **Cofleur: Operation Manager**

- Inventory management and warehousing
- Ensuring staff working on processes are happy and operating efficiently.
- Ensuring that covid-19 procedures and health and safety regulations are followed.

- 2020 ● **Self Made: Store Supervisor**

- Managing workflow of store staff, creating team schedules and delegating task.
- Reporting staff performance to store manager.
- Answering customer questions and complaints.
- Ensuring sales target are met.



TRAINING

- Dec - 2021 ● Cardiopulmonary Resuscitation (CPR).
- Sep - 2021 ● Community Health Volunteering.
- Jan - 2021 ● Coping with Teenagers (Teenage behavior management strategies).
- Apr - 2020 ● Smart Work Ethics.
- Oct - 2019 ● Volunteer Principles, Volunteer Rights and Duties.