

# Khalid Abdelbaqi Al-Arouri

Business Analyst and operation support



## PERSONAL INFORMATION

**Mobile Phone:** +966-56 745 1830  
**Email Address:** [Alarouri.Khalid@Gmail.com](mailto:Alarouri.Khalid@Gmail.com)  
[Engkhalid1990@Gmail.com](mailto:Engkhalid1990@Gmail.com)  
**Address:** Dammam – Kingdom of Saudi Arabia  
**Marital Status:** Married  
**Nationality:** Jordanian

## INTRODUCTION

Reaching the 9th year in my career, making the switch from the operation side to the support side was inevitable based on my beliefs of the major role of any support team to build a sustainable and growable business, and to improve the work environment by investing in the people and the experience as a whole

## EDUCATION

- **Al-Balqa'a Applied University** - Faculty of Engineering Technology  
B.Sc. in **Mechanical Engineering** / Autotronics branch, in 2012.



## WORK EXPERIENCE

- **Al-Majdouie Motors ( Hyundai Motors \ KSA ):**  
**Data Manager** – Sep 2022 till now  
**Business Analyst and Operation Support** - March 2017 - August 2022,  
**Training Supervisor** - August 2018 till now,  
**Training Instructor** - May 2016 - August 2018,  
**Fleet Customers Support** - January 2016 - September 2017,



- Direct contact with the Aftersales Director implementing Data and Knowledge Management techniques including Extracting, analyzing data using MS Excel, performing queries, and creating custom reports.
- ERP End-user support in daily tasks, collected and follow-up requirements, report system failures, investigated, analyzed the root causes of data inconsistency, resolve end-user errors, Produced up-to-date reports using MS Excel.
- Responsible for developing financial reports within the department across major variances, forecasting, trending, and results from the analysis.

Working with Almajdouie sharpen my experience in multi-levels and in many fields, where I start working here as a part of the business development team for a short period, where we were responsible for planning, designing, and contacting the

vendors for establishing new locations, but due to a business direction change, the plans of expansion impacted and a new challenge for me was in the horizon, where I been asked to join the Technical support team.

In the technical support team, where my path was initiated as a training instructor with the responsibility of the planning, delivering, and designing the training courses based on both Almajdouie and Hyundai motors company planes.

One of our training projects was related to the implementation of a new Enterprise resource planning system, and the training was extended to be lunch support and ended to be a daily task of monitoring the system stability, reporting errors, supporting the end-user, and providing solutions to improve the end-user experiment.

- **ALISSA Auto (AutoStar Express Company \ KSA):**

**Workshop Supervisor** - January 2014 - May 2015,

**Service Advisor** - April 2013 - December 2013,



Start working in the operation side at the front line by dealing with customers to receive, analyze, translate, and follow-up the customer complaints.

Then be Selected to travel to a new location to supervise branch operations, deal with customers, monitor the day-to-day operation, comply with the management tasks and requirements, and provide support to my team.

### **Training**

- **Auto Excellence for Service & Parts (BOSCH \ Jordan)**  
**Sales Engineer** - November 2012 to April 2013.



- **Advanced Automotive Trading Co. (Dodge, Jeep, and Chrysler)**  
**Technician** - February 2012 to May 2012.



### ***TRAINING AND CERTIFICATION***

- Google Data Analytics Professional Certificate  
Completed on 19 August 2022
- Certified Trainer by Hyundai Motor company on 30<sup>th</sup> January 2020
- HMC Training courses, 13 courses
- Quality expert of Training Management (ISO 10015 standard) by TQCSI.
- NASP/ISAP - Occupational safety and health Advance Diploma.



- PMP Exam Prep Seminar (35 PDUs) by Joseph Phillips
- Jordanian Engineers Association course, 3 courses



- N-SAP (Nissan Service Advisor) Education Program



- Basics of Lubrication Training by Shell Company.



- BOSCH Company Training courses, 2 courses



### **LANGUAGES**

	Reading	Speaking	Writing	Listening
Arabic	Mother Tongue			
English	Excellent	Very Good	Very Good	Excellent

### **SOFTWARE SKILLS**

- Oracle and Kerridge ERP systems
- Basic knowledge in SQL and Programming R
- Microsoft Operation Systems and Office Application.
- Decent Background in computers.
- AutoCAD: 2D & 3D engineering drawing & Charting.



### **PERSONALITY**

Ambitious, Organized, Dedicated, Fast learner, Adaptable, and can work under pressure.