

GET IN TOUCH WITH ME

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Email: alaa.halaibeh@yahoo.com
Date Of Birth: Feb 10th, 1994
Jordan
Gender: Female.

SKILLS

- Fluent in both Arabic and English languages.
- Experience in using Microsoft office (Word, Excel, etc..)
- Experience in using Magento 1.
- Excellent interpersonal and communications skills.
- Has the ability to work under pressure.

PREVIOUS EDUCATION

Mutah University

Bachelor's degree in Industrial Systems Engineering

WORK EXPERIENCE

Business Developer (B2B Specialist)

M. A. Al Abdulkarim & Co. | Sep 2021 - Present

- Fill templates and upload them on seller board of channels as per their guidelines.
- Upload shipment on the system and make sure no discrepancies are found.
- Follow up with the logistics department and update shipments reports as required.
- Update prices for each channels on a weekly basis.
- Decrease lead-time of each shipment to be dispatched by constant follow up with the warehouse.
- Direct follow up with planning team for the available terminal stock.
- Assign offline stores return to the appropriate channel.
- Follow up with finance team regarding the monthly payment for different channels.
- Upload sales orders on AX on a monthly basis.

ALAA ALI

Industrial Engineer

WORK EXPERIENCE

Team Leader of Customer Service and Logistics Department

SHUKR Clothing | May 2021 - Sep 2021

- Oversee customer based queues and plan and allocate tasks to meet configuration requirements.
- Responsible for tracking, receiving, and stocking all items ordered
- Maintain and administer company inventory control and property management procedure.
- Manage and maintain inventory to operating levels to avoid supply.
- Coordinate and present logistics support to ongoing land and air operations.
- Communicate with suppliers, retailers and customers to achieve profitable deals and mutual satisfaction.
- Plan and track the shipment of final products according to customer requirements.
- Keep proper records of all forms of transactions relating to the company's logistics operations.
- Track shipments across different channels.
- Creating airwaybill for shipments using DHL, TNT (FedEx) and Aramex systems.
- Ensure to have a daily update regarding inbound and outbound shipments.

E-commerce and Order Management Agent

SHUKR Clothing | April 2018 - May 2021

- Ensure compliance to all company and business policies and administer all open sales order and ensure appropriate order flow.
- Manage all communication with all sales department order and process all customer orders and shipment of products and ensure optimal practices for all processes.
- Verify all order line and prepare order reports on everyday basis and manage all shipment and respond to all inquiries for all status order and resolve all customer issues and prepare efficient schedule for projects.
- Monitor and process all returns according to financial requirements and ensure to include it in a daily/weekly/monthly report.
- Process retail and wholesale orders.

Receptionist

Grand Madaba Hotel | June 2015 - Dec 2017

- Managing calls and emails
- Arranging reservations and add them to Opera system
- Make reservations for the guests whether it is via emails, phone calls or Fax.
- Handle Check In and Check out.

Interpreter

European Union | Sep 2016 - Sep 2016

- I have worked as an Interpreter for the European Union during the Parliaments elections in 2016.