



Hiddig Ahmed Mohamoud

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Address

Hösmärinkuja 2 C 15, 02760,
Espoo, Finland

Skills

Teamwork



Organized



Excellent Communication



Problem solving



Leadership Skills



Languages



Customer Service



Creativity



Microsoft Office 365



Languages

Finnish Professional

English Professional

Arabic Professional

Profile

Dedicated customer service specialist with a strong focus on providing exceptional support. Skilled in handling inquiries and resolving issues promptly. Committed to delivering outstanding service and ensuring customer satisfaction. Seeking for a challenging position that could make the best of my knowledge and experience, which enables me to learn and progress in my future career. I am a hardworking, flexible and organized person. I have excellent communication skills and strong leadership. Interact well with people of diverse backgrounds, cultures, and professional levels.

Studies and education

Bachelor of Business Administration, Business Administration, Turku University of Applied Sciences

Turku, Finland | 10.08.2021 - 25.04.2024

Logistics and warehousing, Stadin Vocational Collage

Helsinki, Finland | 07.08.2014 - 21.12.2016

Basic school, Primary school, Espoo Adult High School

Espoo, Finland | 09.08.2012 - 31.05.2014

Work experience

Customer Relations Manager, Shebel AY

Espoo | 1.2.2022 - Until now

Responsibilities:

Answers customers' questions, resolves problems, and maintains customer satisfaction by providing problem-solving resources. Maximizes customer operational performance by providing help desk resources and technical advice. Manages customer service staff, communicates job expectations, and performs appraisals and job reviews.

Part Time Logistic Coordinator, Ikea Espoo

Espoo, Finland | 01.06.2020 - Until now

Responsibilities with multiple tasks:

Coordinate logistics staff (e.g. truck drivers) according to availabilities and requirements.

Supervise orders and arrange stocking of materials and equipment to ensure they meet needs.

Plan and track the shipment of final products according to customer requirements.

Tools : Power BI | Grey Orange | GADD | Centiro | Cleveron | Qmatic | Teams |

Logistics Shift Leader internship period, Ikea Espoo

Espoo | 01.09.2023 - 31.12.2023

Responsibilities

Provide direction and feedback to workers during shifts

Schedule employee shifts and assign duties

Manage time-off requests and handle last-minute absences

Train and coach new employees

Warehouse worker, Kesko Group Oy

Vantaa, Finland | 07.01.2019 - 01.09.2019

Responsibilities

Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship)

Receive and process warehouse stock products (pick, unload, label, store)

Perform inventory controls and keep quality standards high for audits

Inventory

Warehouse Management Training Period, Raskone Oy

Vantaa, Finland | 01.08.2015 - 01.12.2016

Responsibilities

Organizing and managing inventory, storage, and transportation.

Reviewing, preparing, and routing purchase orders.

Addressing and resolving shipment and inventory issues.

Receiving And Delivering.

Postal Worker, Posti Group Oy

Vantaa, Finland | 21.7.2007 - 31.12.2018

Responsibilities

Training new workers and students in postal procedures.
Loading and unloading.
Dealing with the transport of dangerous goods.
Clearing goods department.
Driving forklifts.

Courses

Careers in Supply Chain and Operations, LinkedIn Learning

4.4.2024 - 4.4.2024

Human Resources: Payroll, LinkedIn Learning

4.4.2024 - 4.4.2024

Administrative Human Resources, LinkedIn Learning

26.10.2023 - 26.10.2023

Advanced Diploma in Logistics Management level 5, CPD

04.02.2020 - 14.07.2020

References

Katja martinsaari

Posti Group Oy

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Team leader Saku Kiili

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Team leader Tuukka Kekarainen

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Logistics Shift leader Hazem Elabbasy

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