

# John Alba Saba



## Contact

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## Profile

Experienced Customer Service, Office Administration. Computer Savvy. ERP (Data Entry) Knowledgeable in SAP / CRM processing. WMS warehousing/ Logistics Documentation. Sales background in Field, Retail, Furniture, Hardware, Electronics. Call Center Inbound american telecom account / Outbound for Cargo shipping company sea, land and air freight.

## Skills / Characteristics

- Honest and reliable
- Hard Working / Dedicated
- Strong administrative skills, and attention to detail
- Excellent verbal and written communication skills
- Flexible and adaptability to workload and to new responsibilities
- organize and can manage multi-task

## Hobbies

- Playing Basketball
- Sketching
- Photography
- Dart
- Cycling
- Table Tennis
- Swimming

## Work Experience

**Executive Customer Service/ Sales Coordinator** - April 2022 to Jan 2023

Classic Fine Foods Inc. ( Premium Food product supplier )

**DIP 2 Dubai UAE**

- Handles order processing for **Abu Dhabi's Top rated Hotels and Fine Dining Restaurants**. Generating Sales order in the system for Logistics will create list for picking of items reference for Invoicing.
- Providing Quality service to client by **communicating professionally and building good harmonious relationship** with Purchasing counterpart, Chefs, Sous Chefs, Receiving Supervisors, Delivery team.
- Ensuring All **emailed** Purchased Orders and other request are properly **processed and with replied confirmation, all inquiries should be attended** on timely basis. **Being attentive** to details request such as Description, Quantity, Availability, Delivery dates and Schedule and **To offer alternative product** in time items are not yet available from supplier and informing minimum order
- **Constant communication** with the Sales Partner in charge processing of urgent orders for VIP clients, same day deliveries and pick up. Assisting telesales orders of promotional items. Communicating with other departments such procurement team and logistic team to ensure a smooth sailing daily operation.
- **Monitoring rigorously** of standing order from clients product that are imported from other countries (France, Italy, Vietnam, etc). This are product that the Chefs requested to be supplied continuously in a given schedule or occasions. **Making sure commitments is well respected met.**
- **Creating Spot reports** to higher managements such as issues and matters concerning the scope of the business, such as price issues, permits, logistics delivery concerns such as re-scheduling and untowards events, gate passes unavailability of product, batches and expiry's, shipment arrival. Allocations and other matters. To report feed back from the customers

**Customer Relation Specialist**- April 2019 to Jan 2021

LBC Express Inc. ( Cargo Shipping Services/ **Call Center** )

**Al Qouz Dubai UAE**

**EDP (Data Entry)**- Sep 2011 to Jan 2018

Choithram ( Wholesale Department )

**Al Qouz Head Office Dubai UAE**

## Education

Bachelor of Science: **Accountancy** - 2002

**Philippine Christian University**, Philippines