



AHMED ROCHDI

A highly motivated and hardworking professional with extensive experience in express mail, customs clearance, and administration. Possessing in-depth knowledge of all regions and governmental and non-governmental entities in Qatar. Adept at working under pressure, quickly adapting to different work environments, and excelling in team collaboration. Passionate about continuous learning and acquiring new skills to enhance professional efficiency.

Experience

Contact

Phone & WhatsApp

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Email

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Address

Doha, Qatar

Nationality

Moroccan

D.O.B

27/04/1985

Driver's License

Education

- High school Degree

Skills

- Expertise in handling and processing express mail and delivery services.
- In-depth knowledge of customs regulations and procedures for international shipments.
- Strong administrative skills in organizing, coordinating, and managing office tasks.
- Familiarity with governmental and non-governmental entities and regional processes in Qatar.
- Ability to work effectively under pressure and meet deadlines.
- Quick to adjust to different work environments and evolving tasks.
- Skilled in working cooperatively with teams to achieve goals.
- Passionate about acquiring new skills and knowledge to improve efficiency.
- Ability to resolve challenges and streamline processes.
- Strong interpersonal and communication skills for effective coordination with various stakeholders.

Language

- Arabic : Mother tongue .
- English : (Excellent) .
- French : (Excellent) .

Call Center Agent 2023 – 2025

Gulf Worldwide Express - Qatar

- Answer inbound calls and respond to customer queries, concerns, and requests in a timely and professional manner.
- Offer detailed information regarding products, services, policies, and procedures.
- Identify customer issues, complaints, or concerns and provide appropriate solutions or escalate as needed.
- Maintain accurate and detailed records of customer interactions, including inquiries, complaints, and actions taken.
- Ensure follow-up on customer inquiries, requests, or issues to ensure resolution and customer satisfaction.
- Stay updated on company products, services, and policies to provide accurate information to customers.
- Achieve individual and team targets such as call handling time, customer satisfaction scores, and resolution rates.
- Ensure a friendly and professional demeanor during all customer interactions to foster positive relationships.

Administrator Supervisor 2020 – 2023

Gulf Worldwide Express - Qatar

- Supervise and coordinate administrative staff and tasks.
- Ensure office operations run smoothly and efficiently.
- Manage schedules, records, and correspondence.
- Oversee procurement of office supplies and equipment.
- Assist in budgeting and expense tracking.
- Ensure compliance with company policies and procedures.
- Train and support administrative staff.
- Handle escalated issues and resolve operational challenges.

Customs Clearance Officer 2017 - 2020

Gulf Worldwide Express - Qatar

- Complete and submit all necessary documents for the clearance of goods, including import/export declarations, shipping manifests, and invoices.
- Verify that shipments comply with customs regulations, laws, and tariffs.
- Communicate with customs officials and regulatory bodies to resolve issues and obtain necessary clearances.
- Calculate and process applicable customs duties, taxes, and fees for imports/exports.
- Monitor the status of shipments and resolve any clearance delays or issues.
- Keep accurate records of all customs-related transactions, documentation, and correspondence.
- Work with importers, exporters, shipping companies, and freight forwarders to ensure timely and efficient clearance of goods.
- Investigate and resolve discrepancies related to customs or shipment documentation.

Courier Representative 2015 - 2017

Gulf Worldwide Express - Qatar

- Receiving and processing customer orders for deliveries.
- Ensuring accurate and on-time collection and delivery of items.
- Managing paperwork, including shipment tracking and delivery confirmation.
- Communicating with customers to provide updates and resolve any delivery issues.
- Coordinating with internal teams to ensure smooth operations.
- Adhering to company policies, safety protocols, and delivery schedules.
- Maintaining accurate records of shipments and deliveries.
- Providing excellent customer service and handling inquiries or complaints.