**Muhammad**

**Muhammad.119612@2freemail.com**

**SUMMARY**

U.A.E experience 5 Years

Notice Period Immediately available

Experienced in many facets of logistics management and supply chain management, proven record of profitability and cost efficiency in supply chain management, with keen logistics, analytical, problem-solving, and interpersonal skills, seeking a new challenge

**CORE COMPETENCIES**

• Logistics management • Logistics documentation • Customs clearance • Materials Management

• Imports and exports management • L/C issuance, documentation and compliance • Freight forwarding

• Inventory control and warehouse management • Information management • Key accounts management

• Customer care management • Suppliers and vendors management • Customers database management

• Procurement & purchasing • Consult customers on documents’ requirements

**PROFESSIONAL EXPERIENCE**

* Coordinating with all of the entities involved
* Warehouse management, inventory control, stocks management and replenishment planning
* Managing returns and rejections professionally & promptly with suppliers
* Extensive experience in the strategic planning and transportation management
* Liaising with forwarders and overseas companies
* Arranging inspection and process the required documents as per the formalities
* Negotiate rates with local contractors and also international companies
* Extensive knowledge of documents preparation and processing under UCP, Inco terms
* End to End delivery management
* Arrange customs clearance for all shipment and resolve problems if any

**ACADEMIC Qualifications**

* Masters in Economics Pakistan
* Certificate in International Supply Chain Management IPSCMI U.S.A 2011
* Certified Logistics& Supply chain Professional IPSCMI U.S.A 2010
* Certificate in International Trade Management Dubai UAE 2009
* Programming development and database management Pakistan 1999-2000

**I.T skills & Know how**

* Ms Office, SAGE act, CRM Management, SQL Server Management, ERP Management

**CAREER HISTORY**

1. **Feb 2013- Sep 2013 (Temp)**

**Assistant Operation Management Richmond Mercantile SAIF Zone**

* Liaise with Business development head for tracking orders, enquiries and shipping status for the same
* Coordinate for issuing of purchase orders, Performa invoices and contracts with buyers
* Coordinate with suppliers on product readiness
* Coordinate with shipping line and agents for containers bookings, containers stuffing and loading
* Stuffing, documentation and physical inspection
* Coordinate with freight forwarders for logistics regarding booking container handling, stuffing etc
* Coordinate with testing agencies and collect reports
* Liaise with multiple stake holders to ensure timely shipments & timely delivery of all documents
* Check shipping documents like LC, BL, Packing list etc. and adherence to client requirements
* Receiving / Dispatching documents and coordinating with the finance team on the same
* Making various reports in Excel regarding shipment and supply status
* Visiting people physically to coordinate as and when required
1. **Oct 2010- Feb 2013**

**operations & BuSINESS dEVELOPMENT MANAGEMENT Capital Star shipping LLC Dubai**

* Imports and exports management (Documentation, Clearance, Insurance, Transportation)
* Inbound and outbound logistics management
* Sales forecasting, data analysis , demand and supply management
* Enterprise negotiations and contract agreements
* Customer care & networks management
* Logistics operations and manpower management
* Distribution planning and follow up
* Analyse sales data and generate daily, weekly and monthly sales reports
* Support marketing, sales and finance departments
* Coordinate and integrate logistics activities with sales and finance for better customers’ care
* Coordinate with clearance agents at borders for smooth operations within GCC and Middle East
* Coordinate with insurance companies for safe logistics operations
* Coordinate logistics activities with Finance, sales and field Operations Staff
* Coordinate with customers on the documentation requirements for imports and exports shipments
* Coordinate with sales and field operations staff about the customer queries
* Respond to customer queries and update them on the shipment status accordingly
* Coordinate customers inquiries and send them the quotations
* Prepare the documents on behalf of the customers who cannot arrange the documentations
* Invoice the customers on completion of the jobs
* Daily, weekly and monthly sales reports preparation

o Familiar with SAP environment (ERP)

o SAGE act for customers management

**Achievements**

* Improved compliance to 100% on local regulations, thereby fully meeting the requirements of transportation
* Integrated all logistics activities to achieve trade lane targets between KSA and UAE
* Significantly improved administration of deliveries from 70% to over 95% by developing efficient processes and relevant, timely reporting
* Successfully introduced and implemented online integrated information system
1. **June, 2009 – Sep, 2010**

**Logistics Officer Multi Global Support General Trading LLC Dubai**

* Preparation of all Import & Export Documents (L/C, Invoices, Quotations, Certificates, B/L, B/E etc)
* Warehouse / Store Management and Inventory Control
* Stock receiving, handling and timely accountable and cost effective distribution management
* Analyse the stock and decide on the replenishment and order placing
* Coordinate with Suppliers, Insurance Companies, Service Providers and Government Authorities
* Prepare reports on material movements and other operational logistics
* Deal with Customs Office and other relevant organizations
* Orders Placing / Receiving and Maintain records
* Data consolidation, CRM management and MIS reports generation

**Achievements**

* Reduction in logistics costs by 10%
* Improved deliveries to 95%
1. **Apr 2004- May 2009**

**Assistant Manager NADRA Pakistan**

The company is active in collecting personal data for National Identity Cards through issuing forms after necessary documentation

 Key responsibilities but not limited to

* Supervise a branch office
* Manage the distribution reports of 6 centres in the region
* Train the staff on SOP and the software requirements
* Customers management
* Resolve customers complaint
* Analyze the data and process it for submission to PHQ
* Batch processing, CRM management
* Verify the documents being submitted back
* Daily reports generation

**Achievements**

* Trained more 400 employees on SOP and software being used
* Improved the complaint process and reduced the resolution time from 6 to 3 days
* Successfully managed 6 distribution centres
* Successfully managed media project for Pakistan television during Election 2008

**Awards**: A certificate of appreciation awarded by Director General of NADRA Pakistan

1. **Jan, 2002- April 2004**

**Computer Instructor Prince Computer Academy Pakistan**

Trained more than 300 students on

* Use of different software
* Office automations
* Filing systems
* Documents archiving and editing

**Languages Proficiency**

 English, Urdu, Pashto, Arabic and Farsi

**Personal information**

D O B 02-02-1979

Marital Status Married

D/L UAE

Notice period Immediate

 Note: All the required documents and certificates will be provided on demand