**Michael**

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# *Career Objective*

I’m keen to gain further experience, take more responsibility to apply and develop those personal and professional skills I have already obtained. Seeking a challenging opportunity in well-established organization, where my creativity and skills can be employed and developed through a reputable company.

# *Personal Data*

###### Date of birth: 01 / March / 1982.

Nationality: Egyptian

Military Status: Exempted

## Marital status: Married

## Driving License: Valid

# *Education and Qualification*

2006 Bachelor of Tourism (Faculty of tourism & hotels - Tourism Department).

Section: English.

Grade: Good.

# *Languages*

Arabic: Mother Language

English: Very good (Spoken & written).

French: Fair written and spoken

# *Work History*

**Material Flow & Warehouse Supervisor,** Trans Business for trading & Distribution Partner of Philip Morris International 01/2014 - Present

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* Determine , create receipts for daily requirements of Tobacco according production plan , insure transfer to tobacco feeding area .
* check & Inspect received tobacco ( condition , QTY , Brand ,,,etc )
* Determine , Create receipts for daily requirements of materials according production plan , insure transfer to production floor buffer area.
* check & Inspect received materials ( condition , QTY , codes ,,,etc )
* Supervise and control the distribution of the right materials and filters to/from the production lines in the right time and right quantities in good conditions ( WIP ).
* Regular check on distributed materials according to PM Specifications and check delivered quantities and ensure that delivered materials are timely transferred to the production lines by applying FIFO.
* Supervise and control the transfer of finished products to the finished goods warehouse.
* Participate in all brand changes according to production plan to insure that all materials , filter rods , F.G for old brand are removed from the production line to the dedicated buffer area and deliver the required materials according to specifications of new brand with minimum time losses and without materials mix.
* Handle all daily & monthly inventory , stock take for calculation of materials , tobacco waste .
* Insure smooth FG movement from production floor to FG warehouses by making sure that Eastern Co representatives are available in time.
* Update and issue the daily FG stock movement report.
* Ensure that all non-conform materials rejected by QA department are packed, counted and registered before send back to warehouses and obtain needed documents from QA department.
* Supervise and control the collection, separation, storing and selling of production waste according to the agreement with contractor .
* Contact and coordinate with the concerned contractor to collect all waste to maintain the factory clean environment.
* Insure that all required documents are done in proper way with complete information and required signatures from Eastern Co.
* Keep control on improvement of Factory Sanitation Program and Cigarette Beetle Monitoring.
* Adhere strictly to all the legal regulations by keeping working areas safe at all times.
* Provide any updates regarding to department new or modified procedures to avoid misleading or miscommunication and improve performance.
* Prepare and issue the required daily, monthly and yearly required reports.
* Maintain the job tasks form of all subordinates updated with new highlights or tasks.

**Logistics & Warehousing Coordinator**, DHL Logistics 02/2012 to 01/2014



* Handle Global Customer Logistics Processing (HP, CISCO, Oracle, Data Domain).
* Responsible for more than 5000 Strategic Spare Parts.
* Follow up with Operations, Customs, Transit Hub, and regional Logistics Centers for any processing requirements.
* Ensure that all data relevant to an inbound and/or outbound orders are received in a manner that will enable them to be processed and recorded in the appropriate system fields.
* Update customer inventory systems as per work instructions and maintained current.
* Escalate to line supervisor/manager any service failures caused by subcontractors or other DHL entities.
* Ensure that any discrepancies (quality/quantity) are highlighted correctly and in a timely manner reported to the customer and/or internal customer services and ELC management team.
* Where necessary perform pre-alert and pro-active track and trace requests.
* Responsible for the integrity of all stock transactions for internal and external customers.
* The SPC / ELC receives, registers, checks and validates incoming orders before communicating them to DHL partners in the region or via the DHL Network. After this a complete pro-active follow-up till final delivery is required. Pro-active communication to the customer is key to business practice.
* The performance of customer accounts are constantly measured through documented Key Performance Indicators that are constantly compared with live data from the remote field. Recording this data in a timely manner is essential to enable the SPC / ELC to fulfil its role.
* Responsible for all customers daily Performance report & HP weekly KPI’s report.
* Responsible for quarter inventory audit, confirm that no shortage or extra Parts on stock.
* Insure to minimize our costs by handle with customers delivery places, time, etc
* Book all defective IB parts on HP system & prepare it to send to defective part’s HUB.
* Insure that all shipments PPWK are filling correctly as per our log book.

**Domestic Operations TL**, DHL Express, 10/2009- 01/2012,



* Supervised 60+ couriers for the daily delivery/ pick up domestic process.
* Responsible for Team Performance Management.
* Responsible for the KPIs setting.
* Responsible for the Recruitment, and on job training.
* Responsible for the route designing, and work load flexing.
* Worked under pressure.
* Responsible for 10000 monthly inbound and outbound domestic and international shipments.
* Responsible for the Global Standards Operating Procedures Compliance.
* Plan staff schedules, rosters, leave in conjunction with the Ops Duty Manager to ensure efficient coverage of all routes and maintaining our service levels to customers.
* Evaluate the service offering, staffing, processes and procedures and recommend action steps to the Operations Manager.
* Ensure that the service center vehicles and capital equipment are kept secured neat and tidy to project a professional image of DHL.
* Ensure that staff are well groomed and attired as per DHL dress code and are presentable at all times.
* Carry out the monthly appraisal process for all staff and identify areas of development and action plans in conjunction with Ops Duty Manager so that staff are 100% effective and productive in their role.

**Sales Branch Manager,** Asia Furniture, 06/2006 to 08/2009



* Identifying and establishing contact with potential customers proactively .
* Maintaining contact with new and existing customers to advertise the product .
* Responding to sales inquiries from new and existing customers .
* Delivering presentations of the company products at conferences, customer sites and exhibitions.
* Meeting annual sales goals and targets.
* Testing very new product releases to support product development team.
* Negotiating the agreement terms and closing down sales.
* Monitoring and reporting the potential collaborators and competitor activities and identifying business threats and opportunities.

# *Training & Professional Development*

**ICDL:** (International Computer Driving License), Yat Learning Solutions, 1 June 2009

**CIS :**  (Certified international Specialist) DHL Express, 17 June 2011

**Safety awareness:** DHL Logistics Feb 2013.

**Leadership skills**: Dale Carnegie Sep 2015.

**Proactive cooperation:** Dale Carnegie Nov 2015.

**Time management** **:** Dale Carnegie Feb 2016.

**Business writing :** Dale Carnegie April 2016.

# *Computer Skills:*

* Microsoft Office (Word, Excel, PowerPoint)
* Excellent internet user.
* Presentation skills
* Have a good knowledge about software and hardware

*I hope my C.V. meets your satisfaction join your*

*Successful, ambitious teamwork.*