**Mohamed**

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**SENIOR EXECUTIVE – CUSTOMER SUPPORT & LOGISTICS**

**Logistics**  **Purchase**  **Supply Chain Management**  **Cargo Handling**

**Sales Admin**  **Business Admin**  **Customer Relationship Management**

**Career Objective:** Looking for a mid-management position in a world class, high integrity company that will effectively utilize my acquired expertise, creative talents and commitment to excellence. Desire a position with career growth potential.

**Synopsis:** Accomplished management professional with **over 7 years** of experience with **5+ years** of international exposure in Logistics, Procurement, Supply Chain, Sales Administration and Cargo management. Skilled and result oriented with a passion for Customer satisfaction and ability to work in a multi-cultural team. Associated with multinational companies based in Dubai since 2009.

**Career History**

**Technostream Engineering Solution & Services, Dubai, UAE (July 2013 – till date) Procurement & Logistic Supervisor**

**Company Profile: Technostream Engineering Solution & Services**, a division of Juma Al Majid Est, one of the largest business houses of the UAE, is a spin-off the EPS business unit that was established in 1977. It operates from Dubai Airport Free Zone and provides ELV solutions to the UAE as well as GCC markets. The main activities it specializes in are:

 Technical Education Training

 Specialized Security & Locking Systems

 Security & Automation Solutions such as Video Surveillance Systems, Access Control Systems, Intrusion

Alarm System, Intercom System, Asset or Personnel Tracking System, X-ray Screening & Metal detectors, Information and Communication Technology (ICT), etc.

 Dental Systems representing Amann Girrbach, Germany

**Key Profile: Order Processing, Purchase, Logistics, Warehousing and Customer management**

**Customer Order Management**

 Processing Sales Orders including order booking, sending order acknowledgement, etc.

 Verification of Materials available in stock, reserving them for Sales Orders.

 For Non-stock items (Back to Back orders), preparing Purchase Orders to suppliers.

 Co-coordinating with Suppliers and other department colleagues to ensure material supply is efficiently managed and on time.

 Preparing customer documentation (Invoice, Packing List, etc) prior to deliveries. Co-ordinate with

Finance to ensure Payment is secure, before releasing the shipment delivery to the customer.

 Conversant with operations and customs documentation procedures at all major UAE ports and airports, also familiar with the rules of all competent authorities, Free Zone procedures and documentation, both.

for air and sea shipments,

**Purchase and Logistics Management**

 Effective co-ordination with suppliers to ensure Purchase orders are booked and acknowledged on time.

 Ensuring materials are ready on due date.

 Negotiating Payment terms with suppliers, (including establishing LC, etc).

 Negotiating and appointing Freight forwarders for onward collection from Suppliers.

 Ensuring all required documentation (Invoice, Packing List, Certificate of Origin, Bill of Lading, etc depending on the mode of shipment) are received from the supplier.

 Tracking all pending orders and ensuring customs clearance with on time delivery to our stores.

 Preparing Monthly reports with data performance parameters. Presenting Order Status / Logistics reports to the General Manager.

**Stores and Inventory Control**

 Managing Inventory Control / Stores operations.

 Maintaining list of Minimum Order Levels for each item in co-ordination with Sales. Ensuring minimum quantity levels are maintained for each item.

 Allocating Stock items to Sales Orders.

 Receiving materials from Suppliers – Inward inspection. Monitoring inbound, storage and outbound activities.

 Determining slow moving, obsolete and short expiry stocks; put forth remarks to sales department to take corrective actions. Monitoring and approving all inventory transactions in the system.

 Supervising stock levels on weekly basis and maintaining availability of goods to meet sales requirement.

 Developing a delivery schedule on priority basis thereby minimizing distribution time and ensuring that stacking was done properly and utilizing the maximum space of warehouse as per company’s policy.

**Culligan International, Dubai, UAE (Nov 2009 – June 2013) Senior Executive – Customer Support and Logistics**

**Company Profile: Culligan International**, a large Multinational head quartered in USA, is the world’s leader in water filtration and treatment solutions for high-quality drinking water, mineral water production and in the chemicals industry.

**Key Profile: Logistics, Sales Orders, Purchase, Warehousing and Distribution management**

**Customer Order Management**

 Expertise in various logistics activities i.e. procurement, supply chain, warehousing and distribution.

 Processing Sales Orders including order booking, order acknowledgement, allocation, invoicing, etc.

 Co-ordinate with various departments such as Sales, Planning, Purchasing and Fabrication to ensure material supply is efficiently managed and on time.

 Manage Project based Inventory tracking all stock movement upto reconciliation at the end of project.

 Logistics co-ordination with Freight Forwarders, Customs & Ports departments.

 Conversant with operations and customs documentation procedures at all major UAE ports and airports, also familiar with the rules of all competent authorities, Free Zone procedures and documentation.

**Purchase and Logistics Management**

 Responsible for handling inventory of AED 6 Million that includes 1500 SKU’s reporting to the Logistics

Manager.

 Effective co-ordination / team work with Logistics, Purchase & Warehouse Staff.

 Monitoring overall logistics operations in accordance with company’s policies and procedures.

 Imports, Exports, LC documentation as well as purchase, inbound, storage and outbound activities.

 Tender Bid preparations, Bid Evaluations, Contract management.

 Negotiating with suppliers, freight forwarders, insurance companies and third party logistics agencies.

 Carrying out physical stock count quarterly and ascertaining it is in line with the system stock.

 Coordination with overseas, local suppliers to ensure materials are received and supplied to customer on time.

 Preparing Monthly reports with data performance parameters. Presenting the reports to Logistics

Manager together with recommendations on eliminating bottlenecks in logistics operations.

 Accountable for handling tasks related to JAFZA, customs, municipality and EHS administrations

**Warehouse and Distribution**

 Co-ordination of warehouse activities covering an area of 1750 square meters equipped with an inventory worth AED 6 million. Effectively managing a team of warehouse staff.

 Monitoring inbound, storage and outbound activities. Ensuring FIFO stocks rotation is being followed.

 Ensuring all inventory transactions are entered and updated on a daily basis.

 Determining slow moving, obsolete and short expiry stocks; put forth remarks to sales department to take corrective actions. Monitoring and approving all inventory transactions in the system.

 Supervising stock levels on weekly basis and maintaining availability of goods to meet sales requirement.

 Developing a delivery schedule on priority basis thereby minimizing distribution time and ensuring that stacking was done properly and utilizing the maximum space of warehouse as per company’s policy.

 Liaising with central warehouse, head office, sales and transport departments.

**Hindustan Motors Ltd., Chennai, India**

**Area Sales Manager** (April 2009 – Oct 2009)

**Company Profile: Hindustan Motors Limited (HML),** India's pioneering automobile manufacturing company and Flagship Company of the C.K. Birla Group (one of the largest business conglomerates in India) has been established for nearly 70 years. Over the years HML has equipped itself with state-of-the-art facilities for the production of passenger cars, trucks and multi utility vehicles.

Besides passenger cars (Ambassador, Grand, and Avigo), Multi Utility Vehicles (Trekker, Porter, and Pushpak) and the RTV, HML also manufactures passenger cars in the mid size premium segment (Mitsubishi Lancer, Lancer Select, and Lancer Cedia) and has brought in Sports Utility Vehicle (Mitsubishi Pajero) into the Indian market in collaboration with Mitsubishi Motors, Japan.

**Key Profile:**

 In a short stint of a few months at HML before moving to the UAE, I was managing a group of Distributors selling Mitsubishi vehicles.

 I was responsible for providing Customer support, keeping our direct customers informed on new launches, banking info, etc

 Handling major corporate accounts such as Travel Agencies, Leasing companies, Real estate builders, Hotel chains, Resorts, etc..

 Played an active part in Marketing campaigns done in large shopping centers, etc that attracted a large audience / potential customers.

 I also arranged Finance for customers by co-ordinating with our regular Finance companies.

 Co-ordination with the Sales executives of our Distributors, motivating them, helping them achieve set targets, training them, etc.

**Cars India., Chennai, India**

**Sales Executive** (Aug 2007 – April 2009)

**Company Profile: CARS INDIA,** part of the ETA Group of Companies, is a major dealer of MARUTI SUZUKI

vehicles in Chennai.

**Key Profile:**

 Targeting potential customers, mainly large corporations.

 Preparing commercial offers / quotations.

 Following up on the offers / quotations sent.

 Attending to walk-in customers in the show room. Convincing them on the ‘Value for money’ features of our models and eventually converting them into orders.

 On receipt of confirmed Orders, Booking the orders into the system, Issuing order acknowledgement to customers.

 Co-ordinate with purchasing to place back-to-back orders with suppliers.

 Managing logistics concerns – documentation, shipment, etc.

 Updating our customer database in order to contact them for Customer Satisfaction Surveys, etc.

 Supporting the customers in After-Sales service, co-ordinating with the Service department, etc.

 Was involved in negotiating Tie-up with corporate leasing companies, promotional campaigns in

Shopping malls, road shows, etc.

 Helping the customer in the delivery process, car registration, promoting car accessories / extra fitment and ensuring all accessories / fitment is completed in advance before delivering to the customer.

**TANIMPO Enterprises., Chennai, India**

**Customer Support Executive** (July 2006 – Aug 2007)

**Company Profile: TANIMPO** is a leading supplier of leather chemicals for the Southern India region. Tanimpo supplies all types of chemicals and allied raw materials used by leather tanning industries across the region.

**Key Profile:**

 Preparing Commercial Offers / Quotations

 Order Booking, Issuing order acknowledgement to customers.

 Reserving items available in stock. Placing back-to-back orders with suppliers for large orders.

 Managing logistics concerns – documentation (local / export), Shipment, Insurance

 Preparing L/C documents for submission to bank.

 Keeping customers updated on the status of their orders. Sending weekly status reports.

 Preparing Forecasts / Budgets for the management’s discretion to take corrective actions for future business plans.

 I am familiar with Export regulations / documentation, Inco terms, conditions of sale, accounting methods, etc.

**Academics**

 **Bachelor of Business Administration (BBA)**

 3 year Graduate Degree Program

 April 2006, Madras University, Tamil Nadu, India

 Duly attested by UAE / Indian authorities

**IT Skills**

 Windows, MS Office, Internet & E-mail applications

 Customized ERP System Applications

**Personal Particulars**

 Date of Birth : 12th August 1983, 31 years

 Languages Known : English, Hindi, Urdu and Tamil

 Marital Status : Married with 2 children

 Nationality : Indian

 Visa Status : Employment Visa

 Driving License : Valid UAE Driving License