C. V.

**Personal Info:**

**Nationality**: Egyptian

**Date of Birth**: April 1976

**Marital Status**: Married **Military Status**: Completed.

**Education:**

Faculty of Commerce ,BSC.(1999) ,Mini MBA 2014 ,PMI 2014

**Languages:**

English: Good reading & spoken.

Arabic: Mother tongue.

**Skills:**

\*Excellent computer & communications skills.

\*Able to successfully lead group in meetings and project implementation.

\*Able to work independently or with teams and under stress.

\*Able to manage multiple tasks and responsibilities and deliver projects-tasks on time.

\*Can perform excellent relationships with both internal-external customers.

\*Excellent team working skills, meet the deadlines even tough ones.

\*Working with numeric, specially the statistical ability, good negotiator with a high self confidence.

\*Well time-management organized which makes me able to work in several task by prioritizing them.

**Career Objective:**

A challenging managerial position in a professional organization where I can fully utilize my background, knowledge, skills and vast experience.

**Experience:**

Dates: December 2014- July 2015

Position: director of ground operation Responsible for Egypt Operation inside Cairo and branches.

* Restructuring operation organization.
* Get high performance form line haul. Set plan for new projects ex tools & manpower and cost

Dates: August 2013- December 2013

Position: Fleet Manager

* Responsibilities for space fleet over 40 cars
* responsibilities for company team work
* Monitor and maintain goals ,audit on service to be on time
* audit on warehouses , improve our service

Dates: March 2013- June 2013

Position: Egypt Operations Manager (country Manager)

* Responsible for Egypt Operation inside Cairo and branches.
* Restructuring operation organization.
* Get high performance form line haul.
* Set plan for new projects ex tools & manpower and cost.

**Total experience at FedEx from 10/2001 to 12/2012**

Dates: May 2012- Dec.2012

Position: Operations Manager- Branches –security – maintenance –

Housekeeping – new building charge

* Responsibilities for FedEx Branches inside ARE.
* Training at their side for first time, support their needs.
* Monitor and maintain goals.
* Hunting branches to check for all work process.
* Meeting with branches stuff at their location to help them and support.
* During 3 months from May I was responsible for security, maintenance and housekeeping, until hire HR manager.
* Charge with all contractures and follow up all process in FedEx new building then transfer from old location to new location in amazing short time without effect.

Dates: May 2004- May 2012

Position: Operations Manager- NPO project (Net courier project – Egypt Post)

* \*Responsibilities: Directs workflow and site management of 397NPO branches; Establish, monitor and maintain goals, also, implement policies and procedures. Execute strategies to

Align department with business objectives and division goals

* Training for NPO offices.
* Outbound support.
* Hunting offices to see if it works on process.
* Special support at all steps at operation after receiving shipments then audit.
* Data entry. Outbound.
* Shifts and team (my team 20 persons) plus contact with all Egypt Post offices.
* Connection between Egypt post upper management and FedEx.
* Consulting for NPO upper management in door to door service and technical advisor in many tasks in NPO building at Ramses.

Dates: April 2003-May 2004

Position: Operations Manager-Cairo

\*Responsibilities: Directing operational team composed from employees through proper development to the staff and functional guidance for team effectiveness. Responsible for implementing strategic and tactical initiatives that support the sales functions, also work on maintaining costs within approved budget margins with continuous improvements in cost reductions.

Responsible for establishing annual budgets and five year forecasts and operate within budget limits, Meeting FedEx operational global standards though continuous improvement on our systems in order to maximize operational productivity, increase efficiencies, which results in maintaining high standards of customer service.

\*Achievement: Operation plan and implementation for collecting and distribution the freight of (Net Courier Project) with Egypt Post, was this customer is the biggest account in Egypt among all courier companies, and still there is an improvement relationship since more than 5 years.

-Coordinate and manage all inbound domestic and international shipments.

Dates: Oct2002-March 2003

Position: Operation Supervisor Foot Courier &Motorcycle

\*Responsibilities: Manage day domestic & International operational activities with customers and other department. Maintain NSL to appropriate FedEx global standard. Hiring-selecting sometimes gives training for the new couriers. Joint delivery and pick up calls with couriers to the top and VIP customers.

\*Maintain high morale for team through improving their level of job satisfaction.

\*Play major role in communicate with other company's dept to really provide our customers an added value service.

Dates: Aug 2002–Oct2002

Position: Operation Dispatcher

\* Responsible for pup dispatch with all couriers.

\* Review the delivery Pod Sheet with Couriers.

\* Maintain good relationship with VIP's customers.

\*Communicate with operation and customer service for a better service.

Dates: Oct 2001–Aug 2002

Position: Ground Courier &Van &Line Haul courier

**First Name of Application CV No:** **1705614**

Whatsapp Mobile: +971504753686

