

Amr

Date of Birth 30 October 1973

Nationality Egyptian

Marital Status Married

Location Dubai, UAE

Languages English and Arabic – Fluent

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PROFESSIONAL EXPERIENCE

**MKH GLOBAL CARGO SERVICES LLC.** – Dubai, UAE **Feb-2015 – Current**

**Country Manager**

* Headhunted by a previous employer Tristar Cargo to start up and run UAE operations.
* Started from scratch, involved in all aspects of the business.
* Strived to breakeven within 1st year.
* Working to build cooperation with overseas agents and be their exclusive UAE agent.
* Finalizing air freight and sea freight annual rate contracts.
* Manage operations, develop business and increase profitability, revenue, cash and quality targets in UAE.
* Preparing country performance reports.
* Strive to hire and acquire the most professional staff.
* Responsible for 10 staff in Dubai and 35 in Cairo.
* Reporting to Regional Director.

**AGILITY** - Egypt **May-2011 – Jan-2015**

**Airfreight Business Development Manager, Operation, and Strategic Account Manager**

* Responsible for Strategic accounts such as Bel Groupe, ABB, Kraft, GE aviation, GE medical, others.
* Creates and strengthens relationships with SAs on both levels individual and stakeholders.
* Strive to always create values and increase delivered values and co-create values.
* Establishes productive, professional relationships with key personnel in assigned customer accounts.
* Meets assigned targets for profitable sales volume and strategic objectives in assigned accounts.
* Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
* Fix and create a room for investments the Air departments in whole aspects (OPS, Pricing, Commercials).
* Achieves assigned sales quota in designated strategic accounts.
* Meets assigned expectations for profitability.
* Achieves strategic customer objectives defined by company management.
* Completes strategic customer account plans that meet company standards.
* Maintains high customer satisfaction ratings that meet company standards.
* Reports to the VP Strategic Accounts.
* Enlists the support of sales specialists, implementation resources, service resources, and other sales and management resources as needed.
* Closely coordinates company executive involvement with customer management.
* Works closely with Customer Service Representatives to ensure customer satisfaction and problem resolution.
* Implementing any necessary changes in the supply chain to improve the company’s performance in delivering the goods to the customer.
* Assuring compliance with all carrier costs including weight charges, storage fees, and international shipping tariffs.
* Negotiate with air carriers for the best possible rates, and to find ways to continually improve the overall cost of airway shipping.
* Further development of Airfreight activities in cooperation with Sales – Maintain and extend relationships with worldwide branch offices.
* Creating SLA’s to our air import and export clients.
* Ensure all Air customer are receiving the agreed level of services and write off any possible conflicts between clients and AIR imp & exp OPS.

**TRISTAR CARGO SYSTEMS** - Egypt **July 2009 – April -2011**

**Sales & Business Development Manager**

* Sell all company services and products.
* Presenting company in all overseas AGMs and be acting as a presentation key person of our company in all marketing events.
* Auditing all new opportunities and suggesting the size of opportunity whenever it is for the good order sake of the company.
* Full responsibility of achieving the year budget in OCE, AIR, and CHB.
* Enhance and develop the company overseas relationship with agents and our Networks.
* Creating a well strong pro-active sales team who is having a set budget and ability to even exceed set VOL & CM1 budget.
* Ensure that sales team are adhered to all set rules and the 5 sales basics (Identification, Qualification, Proposal, Negotiation and Closure).
* Acting as a sales gate for any RFQs.
* Key person of the project requests and problem solving solutions.
* Making the client image an impression for others.
* Responsible of building a competitive data rate bank for all air/sea export/import rates and to be on time updated.
* Ensure SAL activities are performed in an orderly and accurate manner whereby constantly striving to exceed the approved budget.
* Ensure new SAL opportunities are identified and developed.
* Pro-actively manage and monitor subcontractors.
* Assist management with setting (rate & volume) agreements with subcontractors and customers.
* Full responsible for all the marketing issues.

**MAERSK LOGISTICS** - Egypt **Jan 2001 – June 2009**

**Airfreight Sales Manager**

* Strive to achieve the sales targets from CM1 and VOL.
* Act as internal and external key contact person for SAL.
* Accomplish a data rate bank for all air/sea export/import rates and to be on time updated.
* Strive to build a strong business relationship with the most professional AGENTS.
* Assure that all AGENT details and contacts are arrange and synchronized by priority, rates level, services level.
* Ensure SAL activities are performed in an orderly and accurate manner whereby constantly striving to exceed the approved budget.
* Ensure new SAL opportunities are identified and developed.
* Pro-actively Manage and monitor subcontractors
* Assist management with setting (rate & volume) agreements with subcontractors and customers.
* SAL invoices to be issued within 48 hrs from the vessel departure.
* Accounting sheets for SAL expenses to be issued within 72 hours of VESSEL departure.
* Follow up SAL collection and outstandings.
* Meet and exceed overall company financial & volume budget.
* Meet and exceed profit margins for each file of CM1 at 13%.
* Zero outstanding and zero write offs for Maersk Logistic’s customers (target at less than 3% of Gross Revenue).
* Zero errors and claims.
* Strive to achieve cost reduction of 15% for all buy rates by end of year.
* Reporting directly to the country manager.

**FREIGHT WAY WORLDWIDE Sept 1998 – December 2000**

**Airfreight Operation Manager**

* Performing all the export-import activities.
* Interact and settlement with the Overseas agents
* Warehouse Manager

**EGYPTIAN AVIATION SERVICES** **July 1996 – August 1998**

**Airfreight Specialist**

* Performing all airfreight activities.
* Reporting to Top management.
* Studying the Egyptian market (exporters & importers).
* Setting the company’s new tariff.
* Coordinating the exp / imp air shipments from\to Egypt.
* Handling all types of cargo.
* Checking the packing of the cargo.
* Loading and unloading of the craft.
* Initiating good relations with the clients.
* Analysing / solving the outstanding issues.
* Reporting the customers and the issuance of their invoices.
* Solving & facilitating all the challenges with the relevant authorities.

TRAINING COURSES

**JSC – APICS** CSCP 2014

**Mideast**  PMP 2013

**Egypt Air** Basic Cargo 2001

 Dangerous Goods 2001

**British Council** English conversation (Last Level) 2001

**AUC**  Diploma – English conversation course 1999

 Computer course (Excel) 2001

**MAERSK LEARNING CENTER (MLC)** Customer Satisfaction 2001

 E-Driver (Shipping Regulations) 2003

M\* Power (IT certificate) 2003

ICDL course (IT certificate) 2003

Security Course 2004

Time Management 2005

TMW – International Trade 2005

TMW – Contracts and claims 2005

TMW – Transport documentation 2005

TMW – Finance 1 2005

TMW – Finance 2 2005

E-security course 2006

Airfreight course 2006

PMP certificate 2013

M Degree in international Logistics Trade 2007

CSCP 2014

IT SKILLS

MS office : Excellent in Word, Excel, Power point and Outlook.

Windows : Excellent user to all versions.

SW Programs : SAP, SITA, RKDS, MODS, MCS and GSIS.

EDUCATION

Academic : BA of Law

University : Ain Shams University

Major : Law – Arabic Section