CV No 2031918

CURRICULUM VITAE

**Mohamed**

Date of Birth : May 10th, 1975

Nationality : Egyptian

Visa Status : Employment visa

Marital Status : Married

Driving license : UAE License

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**Professional experience:**

* **Logistics Team leader ( Customer Support & Operations) (April 2016- present)**
* Coordinates all activities within the station’s warehouse(s) with multiple projects to meet project deadlines and targets.
* Handling in/out transactions of multiple E commerce clients and to make sure that setting SLA’s are in place.
* Coordinate with internal domestic, express departments and the outsource courier company’s in for shipments delivery.
* Handle and resolve customer complaints
* Communicate with the warehouse operations on shipment updated based on customer requests and follow ups with other stations
* Issue weekly and daily report for all figures in terms of shipment delivery and service level.
* Meet with customers to understand their operational requirements and understand internal processes to initiate process planning for EDI projects
* Close monitoring to the team performance to help satisfy and retain customers
* Resolve complaints on time to avoid any customer dissatisfaction which may impact customer retention.
* Ensure team performance is always up to the standard and complaints are handled on time to ensure customer retention
* Coordinates all activities and communication between the logistics department and other departments where needed. (Freight, Clearance, Domestic, Express...).
* Coordinates with the Logistics Product Manager on setting SLAs for new clients to come up with the best solution for the customer & the company.
* Follow up on quality audit results’ action items to make sure they are properly logged and worked on as planned.
* Issues customers invoices each month according to the published procedures.
* **Sea freight operations team Leader (July 2014 – March 2016)**

**Aramex Emirates LLC, U.A.E**

* Responsible for all the station freight operations including planning, establishing, negotiating and updating all rates.
* Handle all freight reporting, manage the invoicing process and finalize agreements with carriers and local trucking and packing companies’ accordance with company’s quality standers.
* Monitors the performance of all operations supervisors to ensure that all standards and procedures are being met.
* Ensures proper implementation of all company’s operational procedures and quality of service standards.
* Ensures the proper implementation of corrective and preventive action plans in operations.
* Evaluates the performance of team members, identifies their training needs and trains them.
* Follows up on operations supplies and handles the stock management.
* Coordinates with the station manager/ customer management teams when submitting new offers and having an input in the revenue/cost part of each product.
* Seeks new ways and develops new methods to work smarter and more efficiently.
* Ensures proper flow of information across the station and across the network if needed.
* Follow up with the dispatchers to make sure that all scheduled pickups and deliveries have been done.
* Review the shipment job costing sheet to make sure that all charges has been accounted for according to the available agreements.
* **Sales & Operations leader – Packing & Removals ( July 2010 – June 2014)**

**Aramex Emirates LLC, U.A.E**

* Leading a team of 4 sales, customer service executives and 40 operations members.
* Checking daily the job schedules to be sure that all booked jobs in progress and proper number of crew was sent.
* Monitor sales executives to ensure proper handling all inquiries and the correct information are provided to customers.
* Following up with sales executives for the customer's approval of sent quotation on daily basis.
* Making sure that all needed documents for the international shipment are preceded and shipments released on time.
* Follow up on payments collection with the accounts department.
* Monitoring the stock of packing materials to avoid shortage in.
* Assure that all team members have the required education and training to effectively participate on their assigned project
* Lead creativity, risk-taking, and continuous improvements in workflow
* Provide guidance to the team based on management direction***.***
* **Customer Account Executive/sales - Packing & Removals ­ – ( September 2006-June 2010)**

**Aramex Emirates LLC, U.A.E**

* Selling the removal services to companies & individuals offering domestic and international services.
* Fully aware about operation procedure for personal effects packing, transportation ( for local moves) freight mode (land, sea ,air freight ) for international moves
* Communicate with global movers agents (IAM members ) to get best rates and services either origin or destination rates
* Attain business growth as set in the targets
* Visit and communicate with customers to build and develop customer relationship to ensure serving their needs.
* Build and maintain a regular flow of business opportunities and leads
* Support customers with their business needs and communicate with operational teams to ensure satisfactory service.
* Handle and resolve customer complaints to ensure customers are satisfied.
* Maintain proper customer information
* Provide customers with offers/quotations and follow-up on opportunities
* Drive customers to pay on time as contracted and as per credit policies.
* Drive customers to utilize ARAMEX shipping tools to give customers control and visibility over their shipments and reduce cost of transactions by customers.
* **Customer Service Representative (Call Center) June 2006 – September 2006**

**Aramex Emirates LLC, U.A.E**

* Responsible for attending and resolving customer inquiries.
* Providing rates and additional information to the customer.
* To handle booking and claims.
* Handling operation in the domestics department.
* Providing support to sales team.
* Following up on shipments deliveries and pickup.
* Assisting in the training of new customer service representative and associates.
* **Sales & Export Specialist August 2002 – January 2006**

**Unirab & Polvara Co. Alexandria – Egypt.**

* Coordinate the deployment of Sales strategies with production department.
* Issuing and managing contracts with clients
* Coordinating production schedules and arranging shipments.
* Controlling and Issuing shipping documents and ensure compliance with regulations.
* Controlling payment in time.

**EDUCATION**

B.Sc. Commerce –Alexandria University, June 2002

**LANGUAGES & COMPUTER SKILLS**

* Fluent in Arabic and English.
* Microsoft Office and the Internet.

**TRAINING, CERTIFICATIONS & LICENSES**

* Sales Techniques; International Executive Service Corps (USAID Allied Center); Egypt 2004
* Introduction to Service Quality & ISO 9000; Centers for Quality Assurance; Alex. 2002
* Credit control
* Improving your sales skills
* Telesales.
* business writing skills
* Customer relationship.
* Time management.
* Freight operations.
* Logistics operations.

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| **Mohamed El Sabaa – CV No 2031918**    To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |