*Saud-390055@2freemail.com*



**SAUD**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **Professional Profile** |  | **Logistics Operations | Customer Service | Supply Chain Operations** |
|  |  |  |
|  |  |  |



Certified International Supply Chain Professional with over **12 years** of extensive experience, predominantly in the areas of:



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Logistics, Supply | Business Accounting, | Customer / Vendor | Warehousing, Import | Coordination & |  |
| Chain Operations |  |
| Administration | Relationship | & Export | Supervision Skills |  |
|  |  |

* UAE experienced Trade & Logistics professional with established competence in customer relations.
* Demonstrated strengths in logistics operations, transportation, distribution, material supervision, vendor coordination, client relations, quality assurance, and operations management. Proficient in Air/Sea/Land Operations, Import & Export Procedures and services.
* Experience in planning delivery execution, warehousing, import & export documentation, suppliers and customer coordination. Dealing with suppliers and agents on import/export shipment related issues.
* Working experience in SAP Module, Sales and Distribution, Material Management etc.

**Work Experience**

Presently: **Johnson & Johnson, Middle East, DePuy Synthes** as **Customer Service & Logistics Specialist**

Mar 2011 – Apr 2016: **Emirates Wet Wipes, FZCO, Dubai, UAE** as **Operations Supervisor** **–** **Logistics**

Sep 2008 – Jan 2011: **Bank Al Habib Ltd., Pakistan** as **Account Opening Officer**

**Domain Skills**

Johnson & Johnson, Middle East – DePuy Synthes

**Planning Execution**

* Responsible for planning, arrangement of logistics for timely delivery of the Orthkit surgical instruments to the customers based on the advices of the sales representative.
* Inspect the Instruments prior to the delivery and communicate the available set contents to the sales rep in advance via email.
* Prepare the delivery checklists along with decontamination certificates to be filled and signed by corresponding customer/hospital staff after the surgery.
* Arrangement of the logistics to collect back Orthokit Surgical Instruments after the surgery along with consumption report from customer.
* Decontaminate the collected Orthokit Surgical instruments and Implants, perform inspection and prepare the quotation and Sales Invoices of the used items to customers.
* Replenish and prepare the Instruments for next surgery and ensure that all the surgical instruments are complete at all times.
* Handling client complains and carried out corrective actions.
* Using SAP modules Sales & Distribution and Material Management to perform the above activities.

**Quality Assurance**

* Streamlined the GDP (Good Documentation Practice) of Orthokit Checklists and decontamination reports as per JnJ Quality and Compliance Standards. Accountability of cleanliness of shipping boxes and fleets at all times.
* Efficiently placed order for missing/damage instrument or implant after the approval from operations manager and ensured the completion of Orthokits at all times.
* Examined the quality of all instruments and implants after each surgery as per JnJ Quality and Compliance Standards.
* Ensured the cleanliness and decontamination of all Orthokits as per JnJ Quality and Compliance Standards.

Emirates Wet Wipes FZCO

**Logistics/Shipment**

* Responsible for arrangement of logistics and clearance of the Import & Export shipments from the port, which includes all customs and port documentation.
* Selection and negotiation of shipping lines for import and export shipments.
* Supported logistics professional in receiving and off-loading of all shipments. Arranged shipment according to clients’ needs.
* Responsible for receiving goods returns from the customer, processing of documents, storing deliveries in the warehouse material tracking and distribution.
* Formulated distribution plans and classified items for dispatch to customers. Communicated with clients about day-to-day needs and orders.
* Identified and chose emergency supplies and equipment according to supply procedures and procurement needs.
* Monitored functions related to shipping documentation & approval of documents, draft (B/L, invoice, packing list, etc.)

**Vendor Management**

* Follow-up with vendors for timely deliveries, release schedules, quality checks while ensuring timely payments to vendors.
* Evaluated supplier constraints to improve supplier performance and their ability to flexibly and rapidly respond to the requirements.

Bank Al Habib Ltd

**Banking Operations**

* Administered products processing, service delivery, payments, inward/outward clearing, controlling settlements and balancing of ATM, Demand Drafts, Pay Orders and Fixed Term Deposits.
* Judiciously handled money transfers pay order and draft issuance, collection items, checkbook and ATM card maintenance.
* Maintained saving accounts and managed documentation procedure for retail, commercial and corporate accounts.

**Customer Service**

* Meticulously resolved all client queries on time, according to the nature of the complaint.
* Informed the customer about the banking shortage of ATM cash and excess on time.
* Responded to client queries on account balances and money transactions.
* Acted as the first point of contact for all clients, handled all customer service needs and ensured meeting financial and banking needs as well as customer satisfaction to promote consumer loyalty.

**Education & Credentials**

|  |  |
| --- | --- |
| 2010 | **Master in Business Administration (Banking & Finance)** |
|  | Preston University, Khi. Pakistan |
| 2008 | **Bachelor of Business Administration** |
|  | Preston University, Khi. Pakistan |
| Mar 2015 | **Certified International Supply Chain Professional (IPSCMI) USA** |
|  | Blue Ocean Academy, Dubai, UAE |

**Courses & Certifications**

* Certificate (CISCP-IPSCMI) **Blue Ocean Academy**, Dubai, license #2150333100, Valid till 11th March 2020
* Completed **Goods Manufacturing Practices (GMP),** Chiltren Texas Management Consultancy, Dubai, Jun 2013
* Received Certificate in **Mirsal 2 Customs**, Dubai Trade, UAE, Jun 2012

**Awards & Achievements**

* Conferred with **Certificate & Award by Dubai Land Department** (Why Do We Keep it, event), May 2011

**Computer & Technical Skills**

* Microsoft Office (Word, Excel, and PowerPoint), Microsoft Tools, Flash, Business Software Applications, Internet & E-mail
* SAP P01 – Sale and distribution / Material Management module (SD/MM)

**Personal Details**

Date of Birth : 19th May 1984

Nationality : Pakistan

Visa Status : Employment Visa

Languages : English & Urdu

Marital Status : Married

License : UAE Valid Driving License

***References are available upon request***