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# Objective

Top-performing and ambitious professional with solid supply chain experience, targeting to exceed my employer objectives & targets along besides proving myself, achieve my ambitions & my career goals.

Skilled in developing lean & effective SC cycle to enhance the company revenues, build strong customer relationship, build efficient & systematic supply chain cycle to sustain organizational direction, goals & sales target.

Areas of expertise include…

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| * Order fulfillment * Planning * Purchasing & Procurement * Logistics | * Custom clearance * Managing Trucking & distribution * People Management * Customer Relationship Management |

Professional experience

**ORDER Management executive - July 2018 till now**

**Handling all Egypt / Saudi Arabia customers of Honeywell security, In addition to some UAE / Pakistani & Oman customers.**

* Reporting weekly projection report to the high management to highlight the risks and expected sales target
* Pushing sales quotes from sales force to SAP after detailed review of SFDC quote & customer PO
* confirming that we can fulfill customer requirements & deadline mentioned in the PO before proceeding
* Reviewing LC, participating in LC creation cycle , Responsible for approving / modifying LC draft.
* Creating all shipping documents for customers.
* Applying for COO & SASO , Participating in the new SASO process (SABER) assisting the customers to apply .
* Sending customer weekly updates for the materials status, Enhancing customer satisfaction & building stronger relations with customers.
* Solving RMA (returned materials) by coordinating & following up between customers & Honeywell technical team till customer gets replacement or refund
* Reviewing sales mangers quotes VS customers POs.
* Checking new orders in terms of the payment terms, Inco-terms, delivery deadlines & special instructions required.
* Highlighting missing required data that will delay the production.
* Contacting customer's forwarders for materials collection before month end to achieve sales targets .
* Following up with logistics & sourcing team to provide best supply dates to customers
* Enhancing supply chain cycle, creating effective supply plans to achieve sales targets & fill the gap between available orders & targets to be achieved

-Following up with customers for due payments.

-Following up with finance team customer's credit limits.

* Creating debit notes for customers extra services provided .

Following up with marketing team pricing issues, phase in & phased out products .

**Customer service support – November 2017 to April 2018**

**Coupola ( Samsung account)**

**Reporting to HA team leader**

**Serve customers by determining requirements, answering inquiries, resolving problems, fulfilling requests, exceeding customer, maintaining database.**

* Resolves problems & exceeding customer expectation by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Managing large amount of inbound & outbound calls in timely manner.
* Follow communication “scripts” when handling different topics.
* Build sustainable relationships and engage customers by taking the extra mile.
* Keep records of all conversations in our call center database in a comprehensible way ( SAP system ).

### ORDER Manager -April 2015 to October 2017

**Philips Lighting Company**

**Reporting to supply chain manger**

**Enhancing supply chain cycle, creating effective supply plans to achieve sales targets, finding solution - to fill sales gaps with creative initiatives, make sure of customer satisfaction & building stronger**

**relations with customers.**

* Main target is customer's satisfaction, Philips's professional image, supporting sales managers to achieve sales targets.
* Make sure all orders delivered in time in full (achieving supply chain KPIs )
* Preparing weekly reports for monthly sales targets, open orders updates, stocks availability, highlighting risks.
* Reviewing new orders from customers or sales mangers in terms of; payment terms, Inco-terms , delivery deadlines & any special instructions required.
* Reviewing LCs & working on tenders (with government sectors & private).
* Managing customers' forwarders in FOB orders.
* Importing from all Philips factories (sourcing mainly from china &Poland).
* Reviewing factories reports, arranging weekly calls for process improvements & cost savings.
* Creating & applying a new process for DCs to place needed stickers for Philips goods to be accepted by Egyptian customs regulations.
* Following up with logistics team internally, managing local distribution.
* Following up with clearance broker for goods releasing dates.
* Following up with finance team customer's credit limits, getting approvals for new orders .
* Following up with marketing team pricing issues, phase in & phased out codes to fulfill customer needs through successors.
* Presenting & Participating in sales weekly meeting ( part of S&OP )
* Participating in stock count in warehouse.
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**Senior Supply Market planner –June 2013toFeb 2015**

**- Egyp**[**t Fromageries Bel**](https://markets.ft.com/data/equities/tearsheet/profile?s=FBEL%3APAR) **Reporting to supply chain commercial manger, Dotted line to GM & supply chain zone directors.**

**Trained in Lebanon & Dubai (by LEVANT, GCC & France team).**

### Responsible for supplying Egypt, Ghaza & Libya

**Finding best routs to Supply the markets with best shelf life possible, maximum freshness &best delivery dates. Improving the process by lean techniques while targeting cost saving.**

* Sourcing from manufacturing plants in different countries (Poland, Australia, Morocco, Egypt , Germany ….etc )
* Uploading the monthly loading plan for each manufacturing plant through SAP.
* Participating in demand meeting (part of S&OP cycle) for Updating S&OP participants by the pipeline ,open orders in transit, replying for the possibility of fulfilling unplanned & extra demand .
* Coordinating the launch for new products & promotions between MKT & manufacturing plant.
* Creating the loading plan for each factory, respecting production line capacity, schedules for shipping line & departure of vessels, arrival time on shelf as per customers' request & agreements in S&OP meeting.
* Preparing monthly SCORE CARD for factories' performance, reporting to high management, highlighting risks & threats we faced in each market.
* Preparing sales plan for sales team as per availability of goods & final release dates.
* Preparing monthly reports for ware house capacity, goods arrivals, expiration dates, & available quantities freshness & remaining shelf life.
* Responsible for the customer services for the distributors, customer satisfaction, invoices settlement, goods availability on shelf on time with expected freshness & quality.
* Following up the distributors sell in, sell out, stocks available per SKU; to Prevent OOS or over capacity despite the unstable challenging political situation in Egypt and Libya.
* Working with factories & DCs on maximum optimization for shipped containers.
* Following up the claims from the insurance company.
* Tracking efficiency & performance for current using shipping lines , asking global team for better offers for achieving cost saving , supply time & better service .
* Reviewing clearance documents completeness, accuracy & availability in time.
* Full responsibility about the clearance agency in customs for the whole clearance process, settling their invoices, achieving the main target to clear the goods without demerges.

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**Purchasing/procurement coordinator January2013 to June 2013**

**Eli-Lilly Co.**

### Reporting to supply chain Lead

**Responsible for supplying direct& indirect materials/services for the production line with lowest prices, highest quality and shortest lead time possible.**

* Dealing with multiple suppliers whether locals or foreigners for supply including materials from Lilly's factories globally.
* Main target is to avoid OOS ; by reviewing the BOM explosion & delivery dates on SAP , calculating the lead-time needed by suppliers , calculating safety stock , receiving dates for the orders with respect to the WH capacity .
* Respecting the yearly vacations and factory's shut down to avoid ordering excess not needed Quantities.
* Registering new suppliers on SAP.
* Negotiating prices & getting discounts to achieve the yearly cost saving target.
* Coordinating between the suppliers & requesting department to ensure their satisfactions with the quality and services provided.
* Evaluating the suppliers
* Building a strong data base for the suppliers to fulfill the factory needs, with backup suppliers for any crisis & sudden extra demand for the factory.
* Monitoring all documents for the imported shipments, contacting the logistics department for the clearance.
* Settling & closing the invoices for the received goods and services to avoid the payments delay, ensuring a good relation with the suppliers and the factory financial reputation in the market.

**Logistics specialist Jan 2011 to Dec 2012**

## Huawei Technologies

### Reporting to customs clearance manger Dotted line to supply chain manger

**Monitoring factories shipping schedules, clearance process, fulfilling orders in delivery dates requested by the customer, following up Money collection & customer satisfaction.**

* Monitoring the daily work of the clearance brokers for imported and exported vessels in Alexandria, Sokhna & air ports.
* Following up with HQ manufacturer in china for the efficiency of the production, making sure the loading plan and shipping dates will be fulfilled in time.
* Contacting the forwarding shipping company for the shipping process from china.
* Creating the final invoices for the equipments for clearance process and customer's invoicing.
* Checking the clearance documents availability, completeness & accuracy.
* Full responsibility about the clearance agency (DHL) for all clearance process. (Controlling through daily reports and monthly meetings).
* Contacting & following up with the customer's finance team to issue needed cheques for clearance process , final release & money collection .
* Achieving the Main target by finishing the clearance process during the free period to avoid paying demerges.
* Participating in the collection process for the due customers invoices by preparing the needed documents.
* Sending reports to the Ware house team, project team & the customer by the coming shipments and equipments included.
* . status & KPI's with globally team clearance & management high for orders open the by reports Sending ـــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــــ

**Collection Agent sept. 2010 to DEC 2010 HSBC electronic data service delivery Call Centre supporting HSBC bank in UAE**

#### Reporting to team leader

**Contacting customers to collect maximum due amounts of payments for all kind of bank products by providing helping solutions, clarifying customers financial situation.**

* High, Complete Accuracy & highest security in dealing with customers bank accounts.
* dealing with different cultures supporting Dubai , Qatar , Oman , Lebanon , Jordon & Bahrain )
* Contacting customers for all kind of credit products of the bank who's delayed behind their installments.
* Dealing with & handling Frustrated & angry customers in a professional way representing HSBC, explaining clearly the status of their credit accounts.
* Working under high pressure in a very competitive environment by collecting largest amount of bad debts in the shortest time possible, handling the largest number of customers with respecting to the high quality & standards of HSBC .
* Building a rapport with the customer & discussing with the customer his financial situation in more caring & friendly way showing that the bank really cares about his benefits, interests and money finding the reason behind his delay in paying the installments.

### Additional Experience: 2008-2010:

* 2 months (as an under graduate) In Vodafone UK account customer service representative (call center) (25-7-2010 till 23-9-2010)
* 2 months training in citi bank Summer of 2008/2009 in customer service & sales departments.
* A month training in Arab investment bank Summer of 2009
* YAKI Company "non-profit organization" organizing events & sales.

"Organizing courses & workshops, selling tickets, inviting professional instructors, booking the right place, arranging the transportation method for the attendees & help to organize the whole event"

# Educational background

* + University: Ain Shams university
  + Faculty of: commerce , English section
  + Major: accounting ( cost accountant)- minor business{sept. 2006 – June 2010 }
  + High school : Futures American school (American diploma). Saint Claire's college for girls.

# Courses

* + CPIM (APICS institute ) course in American chamber of commerce class (2015) Certification in progress
  + Certified BSCM (APICS institute )
  + How to win a fiend & influence people ( dale carngie ).
  + Time management (dale carngie ).
  + Courses in British council (general English: reading and writing).
  + Edu Egypt course (at 2010 in Ain Shams University, including computer, soft skills, presentation skills, and English & communication skills).
  + workshops ( at public speaking , communication skills , customer service , marketing , human resources , project management , marketing & advertising , career planning , creative thinking ).
  + Computer skills ; searching in internet , msn ,Took ICDL course.

# Personal skills

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| * Ambitious, determent &Self motivated * Active, energetic & hard work | * Result-focus & problem solving. * Negotiation skills & Stress management skills |