[Abid.323134@2freemail.com](mailto:Abid.323134@2freemail.com)

**CAREER SUMMARY:** A Supply Chain & Logistics professional with a proven track record of managing multiple roles and responsibilities in multinational companies in a multicultural environment providing one-stop solutions to customers, dealers, retailers & distribution centers, and managing business operations effectively with suppliers, factories spread across the Middle East, Africa, Europe, Asia & USA. A leader with multiple skills and 14 years international experience working in different domains, and proficient of full business-unit management for local & international brands, with expertise in Process Mapping, Designing SOPs & KPIs and supporting the P&L of the organization.

**OBJECTIVE**: Aspiring for a challenging role in Managing & Administering Logistics, SCM, Administration, Procurement, Customer Service/ Key Account Mgmt, Order Handling and or managing the subsidiary unit for a renowned organization, where I can leverage the experience acquired over the years & work towards the success of the organization.

**EDUCATIONAL QUALIFICATIONS:**

* Masters In Business Administration (M.B.A) from Osmania University, Andhra Pradesh, India
* Certified Logistics & Supply Chain Professional from American Institute of Business Management – U.S.A.
* Diploma in Foreign Trade Management ( Exports & Imports) from A.P.P.C – India.

**KEY SKILLS:**

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| --- | --- | --- |
| * Supply Chain Management * Demand & Supply Management * Global Procurement * Key Account Management | * Logistics Management * Customer Service * Distribution & Warehouse Mgmt * Shipping | * Order Management * Inventory Management * Administration & Sales Support * Customs / Bank Documentation |
| * Strong Negotiation, Planning and Organizational skills | | |

**CORE COMPETENCIES:**

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| * Multi-Site Operations * Inventory Control * Budgeting & Forecasting * Process Mapping / Improvement * Attention To Detail | * Customer Engagement * Trend Analysis * Production Control * Exports / Imports * Customer Focused | * Cost Control * ERP Implementation * Order Handling * Problem solving * Multi-Tasking |

**INDUSTRIES WORKED:**

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| --- | --- | --- |
| * FMCG / Consumer Goods * Chemical Manufacturing * Oil / Gas & Petroleum | * HVAC * Engineering Parts * Industrial Chemicals | * Water Heaters * Iron & Steel * Shipping / Freight Forwarding |

**WORK EXPERIENCE**

* **LOGISTICS & SUPPLY CHAIN MANAGER. |** OCT 2016 TILL JULY 2017.

I have resigned voluntarily from the previous company to take care of my " **family critical situation**" in **India**. Currently searching for the job with 17 years international experience & excited to start my career second innings.

* **LOGISTICS & SUPPLY CHAIN MANAGER.**

**RHEEM MANUFACTURING MEA FZE, DUBAI, UAE. |** MAY 2012 TILL SEPT 2016.

(A Subsidiary of US-based Rheem Manufacturing CO-USA is a worldwide leader in manufacturing Residential & Commercial Air Conditioners, Commercial Heating System & Residential Water Heaters under Rheem, Ruud & Raypak brands)

**ROLE**: Reporting to Finance Director with 2 direct & 19 indirect reportees. I was responsible for providing complete Supply Chain, Logistics, Administrative & Commercial support to 32 key customers, dealers, retailers, & distribution hubs, and managed business operations with 19 factories, suppliers, other vendors spread across the Middle East, Europe, Asia, & U.S.

* Worked from the startup of the company in Dubai in 2012, provided administrative and commercial support in setting up business-unit, assisted in setting up business strategies, process mapping, KPI/s, SOP’s, and supported P&L.
* Conceptualized, designed & mapped the entire Supply Chain and Logistics process with 32 dealers, key customers, Freight forwarders, inspection agencies and 19 factories / key suppliers located all over the world.
* Managed Global Procurement & Purchase, Order Handling, Customer Service, Export & Import Operations, Shipping, Inventory, Warehousing, Demand & Supply Planning and Key Customer Accounts.
* Effectively managed Supply chain, and transformed Logistics department from the cost center to profit center.
* **ORDER FULFILLMENT, CUSTOMER ENGAGEMENT & EXPORTS:** Managed portfolio of dealers & key customers.
* Single handedly managed effective order management from order to cash till delivery applying a holistic approach to capacity utilization, manufacturing cycle time, Inventory cost & time to market.
* Key contributor on Organization’s objective of on-time product delivery through constant interaction with the customer and internal stakeholders spread across various geographies.
* Developed new business from existing clients and raised new business opportunities and identified potential growth markets in collaborating with clients. Managed logistics sales targets and supported company P& L.
* Ownership of the resolution of escalated queries, complaints from customers/suppliers on order, supply, delivery, and warranty. Monitor and troubleshoot Logistics events effectively.
* Manage all the documentation(Inv, p/l, co, duty exemption, L/C document) required for clearance & product Delivery.
* **GLOBAL PROCUREMENT, PURCHASE & IMPORTS:** Effectively managed Global Procurement and local purchase of bought out components and spares for all the geographies. Negotiated discounts, turnover discounts & FOC parts.
* Played a critical role in procuring quality products on time, managed stock levels without effect on cash flow, also identified various local & international suppliers for procuring the material which effectively resulting cost reduction.
* Designed STA's and LTA's with suppliers /factories, established contracts, managed price renewals and amendments as per business requirement. Manage all the documentation, arrange LC’s, performance bonds & shipping guarantee.
* Constantly work on process improvement in Global Procurement, Purchase, and imports which resulted in shortening the time involved in order process, production, documentation, customs clearances, delivery & cost reduction
* **DEMAND PLANNING & SUPPLY FORECASTING**: Periodic & Seasonal Demand planning in coordination with the respective country-specific Sales team spread across 32 countries. Responsible for the Production & Raw Material planning of all the 19 Factories based on the net sales requirement, the Production capacity of the factories & the criticality of the sales requirement from various countries. Allocate production schedules based on the Customer Requirement, Criticality of the order, cost effectiveness and the production capacities.
* **INVENTORY MANAGEMENT & WAREHOUSE OPERATIONS INCLUDING 3 PL**: Effectively managed inventory levels at WH in alignment to the demand and restricted oversupply of goods. Managed cost efficiencies & excess inventory of Distribution hubs & warehouses by scientific planning periodic reviews. Managed optimum stock level at warehouse for production & guaranteed stockholding of inventory for the unforeseen demand or supply gap. Constantly monitoring & bridge the gap arising between production & delivery through ERP, and manage WH operations.
* **LOGISTICS AND SHIPPING:** Identify apt mode of shipping (Land, Air & Sea) based on the criticality & Cost.
* Consolidate and Plan orders to optimize container space by process improvement resulting in better profitability.
* Managed all process & documentation related to ETD/ETA of vessels/shipment tracking, Insurance, cargo arrival notice. Customs clearance, B/L, AWB and on time system updating.
* Track the shipments, arrange insurance, follow-up for cargo arrival notice- B/L- AWB and D/O, arrange customs clearance, and update customers/warehouse staff about cargo arrivals. Constantly look for opportunities to cut cost
* **SALES SUPPORT:** Identified growth areas across geographies & collaborate with the sales team to ensure consistent growth is attained per territory. Assisted sales team in attaining strategic objectives and drive sales volumes from mapped Geographies and Key Accounts.
* Prepare forecast of orders per month, budgets and reports related to Sales / Purchase / Revenue and Inventory.
* **OTHERS:** Maintain accuracy of revenue forecasted & execute orders to close the revenue as forecasted each month.
* Regular meetings with suppliers & team members assess and improve work processes through the functions.
* Effectively communicate with all customers, suppliers and Internal departments. With the special focus on products, and follow up with Technical and Marketing departments for product clarifications, and with the Sales team to support sales revenue activity and with Accounts department for commercial transactions.
* Prepared annual staff appraisals, set KPI's, train and develop the team members, lead the team to handle customer service efficiently. Supervise the staff who handles the direct & various operations, motivate & build relations across all internal areas and ensure we create a "one team".

**ACHIEVEMENTS:**

* Responsible for scaling up order fulfillment from ” 0 to $ 197” Million & procurement from “0 to $ 135” Million
* Achieved reduction of 26% of freight cost & 7% on Pre-Shipment Inspection resulting operational efficiency
* By better negotiation achieved $ 3 Million discounts, 2% turnover discounts which assisted better bottom-line
* Executed 10,000+ FCL shipments excluding LCL and air freight shipments on time
* Removed bottlenecks in arranging Containerization, Order placement with overseas suppliers to facilitate 24x7 shipping & helped reduce the turnaround time to few hours from earlier 3 to 4 days
* Successfully managed business operations with overseas customers/suppliers having different time zones.
* Best Logistics & Supply Chain Manager appreciation from dealers, key customers and from Rheem HO
* Best procurement methods followed by a buyer appreciation from the supplier/factories.
* Appreciation from the project owners for providing best logistics support.
* **EXECUTIVE LOGISTICS / PROJECTS.**

**KCREC – MH GROUP OF COMPANIES, SHARJAH, UAE |** SEPT 2009 TILL APRIL 2012.

(Kuwait Commercial Real Estate Center (KCREC) is one of the largest private business group in the GCC region having interest in Real Estate, Hospitality, Hotels, Trading, Refrigeration, Manufacturing of A/C, Iron & Steel Pipes & etc.,)

**ROLE:** Reporting to Chief Financial Officer of the group with 3 member team. I was mainly responsible for providing

complete Administrative, Commercial and Logistics support to the projects, manage 3 warehouse operations and

Procurement.

* Liaison with consultants, contractors, suppliers, customs & ports, bankers, inspection agencies & other government and non-government organizations, and executed the projects much before the deadlines. Assisted management in setting up new office/sister company in UAE, drafted legal agreements between project owners, consultants, contractors, suppliers and finalized the deals with the approval of CFO.
* Managed operations related to Logistics, freight negotiations, container stuffing, customs and bank documentation, customs clearance and delivery to the warehouse. Managed 3 Warehouses and its operations till project completion.
* Worked closely with the project team, aligned inventory levels to avoid an oversupply of materials at warehouse/site.
* Assisted sister company in streamlining Logistics, sales order processing, raw materials procurement, LC documentation. Outsourced material/products from local & overseas suppliers, invited quotations, negotiated prices

**ACHIEVEMENTS:**

* Executed the projects much before the deadline and within the budget, and supported P&L.
* Slashed 12% cost on land transportation, 15% on shipping cost & managed 3 warehouses with less operational cost.
* Negotiated $ 530k discounts and increased profit margins.
* **TRANSPORT / SHIPPING MANAGER**.

**JGC & CHC – RAS LAFFAN, DOHA, QATAR |** JUNE 2008 TILL AUG 2009.

(Associated through the subcontractor “Air Link / Qatar” and worked for Japan Gas Corporation(JGC) & Chiyoda Hyundai Corporation (CHC) for the precious Oil & Gas project “**Gas To Liquid”** which belongs to Qatar Shell & Qatar Petroleum, Ras Laffan, Doha / Qatar).

**ROLE**: Reporting to the Project Logistics Manager ( Japan Gas Corporation) with 42 member team. I was responsible for the shipment of goods( FCL / LCL / breakbulk) by air/sea/land from overseas suppliers to the project site at Ras- Laffan, Doha. Also, arrange duty exemption, customs clearance, manage fleet operations (pickups, trailers, low bed trucks, & multi-axle trucks), and deliver the cargo(in full and on time) to the project site complying to project rules.

**ACHIEVEMENTS:**

* By planning cargo movements & by better negotiation, slashed 23% freight cost & 7% cost of land transportation
* Planned & organized cargo movements through pickups, trucks, trailers, multi axles & Low bed trucks and reduced operations turnaround time to 1 day from 2/3 days.
* Organized truck movements to off-load break bulk shipments under tight deadlines & avoided port demurrages.
* Received training in Dangerous Cargo handling and certification in Health, Safety, and Environment.
* Trained staff (6 supervisors/36 drivers) to handle project deliveries & hazardous cargo shipments safely and staying current with HSE & other project regulations. Designed KPI’s to gauge staff performance, framed SOP’s to follow and managed transport/shipping operations to/from the project site with "zero accidents" as required by the project.
* Successfully managed the operations with a fleet of 18 own vehicles, managed fleet maintenance, licenses & renewals, insurance and accident claims, etc. Prepare the budget for vehicle maintenance on regular basis.
* As part of project requirements, setup IVMS speed monitoring system in each vehicle monitored truck movements, train the drivers not to violate the speed limits, and update project team with the reports on regular basis.
* Generated business from other customers, kept the fleet/vehicles busy, achieved targets and supported P & L.
* **COMMERCIAL / LOGISTICS OFFICER.**

**SHARJAH & KUWAIT MANUFACTURING COMPANY- (SKM), SHARJAH, UAE. |** AUG 2003 TILL MAY 2008

(Sharjah & Kuwait Manufacturing Company (SKM) is part of Mubarak Al Hassawi Group of Companies managed by Kuwaiti Commercial Real Estate Centre Co. One of the leading **heavy A/C manufacturing** company in GCC with SKM Brand)

**ROLE**: I was responsible for managing a portfolio of dealers, retailers, key customers, in the Middle East, North Africa and Asia-pacific regions, manage warehouse operations, coordinate with cross functional departments (sales, production, purchase, finance, quality control, dispatch section), and other parties such as shipping lines, transporters, bankers, inspection agencies ( BV/Intertek/SGS) and execute the orders as per INCO, Commercial terms, International and local laws.

**ACHIEVEMENTS:**

* Was a Strategic and Key member in implementing ERP- Baan in the organization.
* Slashed 12% shipping cost on sea/air/land shipments by better negotiation with shipping lines & planning deliveries.
* Successfully managed order to cash and executed sales orders worth Aed 950 Million.
* Streamlined the process of demand planning, negotiated better lead times with the production department.
* Successfully executed orders related to the projects “ American Military base in Iraq and Sudan”.
* Streamlined order forecast process from dealers, customers & sales force, formulate it into ERP system enabling internal departments to schedule production, align inventory, and secure raw materials from vendors respectively.
* Managed all Logistics & supply chain operations in E.RP.(BAAN) such as registering product codes, preparing quotations, registering sales/purchase orders, processing & monitoring production orders/work orders, work in progress, checking QAQC approvals, generating/releasing out bonds for dispatch section to deliver cargo. Also, managed back orders, Inventory control, demand & supply, stock replenishments, raising Delivery Notes, Invoices etc.,
* Successfully managed warehouse operations, forecast of material, and controlled the inventory levels.
* **SENIOR EXECUTIVE IMPORTS & EXPORTS – (SHIPPING OPERATIONS)**

**WEST STAR SHIPPING SERVICES LLC, DUBAI, UAE. |** JUNE 2002 TILL JULY 2003.

(One of the leading **shipping/freight forwarding** company in Dubai, UAE.)

**ROLE:**  I was responsible for managing AIR/SEA/LAND shipments (Inbound / Outbound). Arrange freight negotiations & bookings with shipping lines, NVOCC agents & Ship chandlers. Issue delivery orders, B/L, AWB, prepare other shipping documents on behalf of customers, arrange customs clearance and delivery.

**ACHIEVEMENTS:**

* Started my overseas career in this company. Quickly learned shipping aspects related to AIR/SEA/LAND/RAIL shipments, learned technicalities related to freight bookings/ freight negotiations with shipping lines/ship chandlers.
* Successfully managed cross trade shipments and container movements by coordinating with load port & destination agents. Issued delivery orders, B/L, AWB and TCN’s, and arranged customs clearance adhering to the customs rules.
* **EXECUTIVE – EXPORTS & IMPORTS.**

**SREE RAYALASEEMA DUTCH KASSENBOUW LTD., ANDHRA PRADESH, INDIA |** JULY 1999 TILL MAY 2002.

(A group company of Sree Rayalaseema Alkalies & Allied involved in the manufacturing of various **Fast Moving Consumer Goods, Industrial Chemicals, Water treatment chemicals & etc.,** having its exports & imports operations all over the world).

**ROLE:** I was responsible for coordinating with customers, dealers, retailers, factory, shipping lines, transporters, bankers, dispatch section and prepare complete documentation related to Customs/Shipping/Banking, and arrange the delivery of goods to customers. Also, manage duty exemption in the form of DEPB/DEEC schemes.

**OTHER COURSES**

* Diploma in Logistics & Supply Chain Management from Phoenix Institute.( Attested by Ministry of Dubai, U.A.E)
* Diploma in Foreign Trade (Exports & Imports Management) from India.
* Hands on experience in E.R.P modules S & D, Inventory, Invoicing, Warehouse, Dispatch & Finance.
* Diploma in Computer Accounts (Tally, Focus, Profit, Ace – Accounting Software / Packages from India )

**STRENGTHS**

* Self-motivated, ability to handle pressure, work under fast paced environment and deliver results.
* Passion towards my work, attention to detail, the ability to work with people at all levels and as part of a team.
* Focus on customers, suppliers, and can lead effectively in a multicultural environment.
* Ability to manage multiple projects systematically and deliver the results under pressure.
* Received in-house training in the USA on Professional development, Project Management, Logistics & Supply Chain Management, and Negotiation skills.

**HOBBIES** Playing cricket, football, watching movies, listening to music and traveling.

**PERSONAL DETAILS**

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| * Gender : Male * Marital Status : Married * Nationality : Indian * Current Location : United Arab Emirates * Visa Status : UAE Visit Visa | * Languages : English, Urdu, Hindi * Passport : Valid Indian Passport * Driving License : Valid UAE driving license * Notice Period : Ready to join immd * Relocation : Any GCC Country. |