**Akram Alaa El-Din Henedy**

 Akram

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**Career Objective**

* Seeking a challenging managerial position in a Multinational Company, where I can always develop my Skills & experience on both personal and professional development.
* Reduce operating cost whilst increasing performance matched to all time scale and within approved budget.
* Highly focused with a comprehensive understanding of logistics, procurement and supply chain, a position where my ability to communicate and liaise effectively with a diverse client group in a friendly and diplomatic manner can be put to good use.

**Skills/Knowledge/Qualifications**

* Ability to define, develop and document business processes and procedures
* Well accustomed to working under pressure
* Strong leadership and team building skills
* Computer processing and system / data entry orientation, with various PC software
* Able to work with all levels of the organization
* Demonstrates initiative and problem-solving skills
* Good organizational skills
* Time management skills
* Hazardous Material familiarization
* Self development

**Employment Experience**

1. **Cladtech International Headquarters “ A member of Al Rajhi Holding “Transportation Sector Manager”**

**November 2015 till Present Responsibilities & Duties:**

* + Identifying savings through maintain the good long term relation with transport providers.
	+ Provide in timely manner all shipping documents to finance department to prepare invoices.
	+ Appointing shipping and transport agents and follow up ensuring dispatch and delivery is carried out according to the agreed schedule.
	+ Provides staff performance evaluations and objectives
	+ Ensuring all business units under the Holding group are working within same reliable transport providers, through conducting a long-term relation as of annual contract securing all logistics and transport operations are running smoothly.
	+ Acting as center of expertise in the transport industry, monitor all new methods in shipping business.
	+ Domestic and International shipments (land transport, sea freight, and air freight) as an experienced caliber of multi-modal transport companies.
	+ Ensuring the personal safety and safe working environment of staff in accordance to the HSE plan.
	+ Communicating to vice president of Supply Chain and conducting the proper KPIs for tracking transportation.
	+ Regular meeting with freight forwarders, shipping agents and transport companies for better services, prices, hauler insurance, credit facility & best practices in shipping business.
1. **ARABIAN COMPANY FOR DIMENSIONS AND INTERIOR DESIGNS L.L.C “Logistics Manager”**

**September 2014 Till October 2015**

**Responsibilities & Duties:**

* + Schedule and prepare timely mannered plan for all inbound shipments
	+ Managing logistics operations involving coordinating with freight forwarders, shipping lines, clearing agents and other external agencies.
	+ Responsible for all on site aspects of the logistics, supply chain and waste management operations.
	+ Negotiating contracts with suppliers to reduce costs and maximize efficiency.
	+ Ensuring the personal safety and safe working environment of staff in accordance to the HSE plan.
	+ Attending weekly safety meeting with client to insure all the environmental issues being controlled.
	+ Communicating needs and objectives to managers & key personnel in the project.
	+ Obtaining quotations for transportation, delivery, manpower suppliers and creating cost comparisons.
	+ Administer and execute shipping documents, customs clearance, delivery inspection, storage and related documents.
	+ Provide in timely manner all shipping documents to finance department to prepare invoices.
	+ Appointing shipping and transport agents and follow up ensuring dispatch and delivery is carried out according to the agreed schedule.
	+ Provides staff performance evaluations and objectives
	+ Handling warehousing of material (if required).
	+ Taking care of Leed process as per UAE regulation ( Waste Management)
1. **EVYAP EGYPT SOAP PERSONAL CARE PRODUCTS AND DETERGENTS INDUSTRIES S.A.E**

**“Logistics Head of Department” September 2010 till August 2014**

**Responsibilities & Duties:**

* Coordinate inbound & outbound processes to ensure maximum utilization of supply process.
* Ensuring structures are properly placed to monitor the flow of inbound raw materials and expedite the best outbound service figures.
	+ Monitoring the quality, quantity, cost and efficiency of the movement and storage of materials.
	+ Proficient in Export/Import LC and its finalization up to settlement and related documentation.
	+ Coordinating and controlling purchase order cycle and associated information requirements.
	+ Analyzing on hand data to monitor performance, improvements points and demand.
	+ Allocating and managing staff resources according to changing needs
	+ Liaising and negotiating with suppliers’ backwards & best win-win customers agreements.
	+ Developing business by gaining new contracts, analyzing logistical problems and conducting new solutions
	+ Handle processed involved in a supply chain, liaising with a variety of parties including suppliers of raw materials, manufacturers, retailers and consumers
	+ Coordinate processes to ensure customer satisfaction. An awareness of and strategic response of external influences, such as legislation, fuel costs and environmental instabilities.
1. **DHL GLOBAL FORWARDING (ALEXANDRIA OFFICE BRANCH)**

**“Ocean Freight Export Customer Service”** “**Air Freight Customer Service Supervisor”**

**March 2003 Till August 2010**

**Responsibilities & Duties:**

* + Coordinate with branches or Carriers to handle all booking procedures, seeking customer maximum satisfaction
	+ Coordinate trucking and clearance with gateway operations.
	+ Improve relations with shipping lines to the best service scenarios, market solutions required.
	+ Act as customer’s point of contact for latest updates on daily shipments operational issues, ensuring customers receive timely service up to best operational standards.
	+ Feedback to customer timely on the sequence of events stated in the export process.
	+ Booking with shipping lines, coordinate with other team’s operation to meet each co-carrier’s space allocation and best case scenarios in case of space problems.
	+ Guiding customers through locals processes ( customs clearance, inland transportation & value added services)
	+ Politely and proactively update customer operation process, keep both overseas agents and customers informed in case of unusual operations obstacles.
	+ In adherence to company portfolio, SOP - standard operating procedures, in accordance to IATA’s rules & regulations.
1. **STARLINK SHIPPING & CLEARING COMPANY Ocean freight coordinator (Import Division) November 2002 Till February 2003**
	* Ensure work flow & day to day regular process
	* Tracking on import shipments, record back all update to relative parties
	* Checking files creation & productivity
	* Reporting efficiency, proper documentation process
	* Kept adhere to internal company policy & proactive planning
2. **MOBINIL “THE EGYPTIAN CO. FOR MOBILE SERVICES“ Field Representative & Point of Sales**

**August 2001 Till April 2002**

* + Supporting and adherence to the company requirements and policies relative to enlarging dependable clients
	+ Coordinating with seniors executive regarding introducing and enhancing company services & requirements
	+ Participating in job fairs and sales events, exhibitions, and retails points of sales special events.
1. **CANAL SUEZ BANK**

**Customer Service Division**

**June 2000 Till July 2000**

* + Customer service division responsible for client’s account checks & credit cards
	+ Adding extra value for VIPs’ client
	+ Assuring of adherence to the Bank general policies & improving client requirements
1. **Abu-Qir fertilizers & Chemical Industries Co**

**Marketing research department**

**June 2001 Till July 2001**

* Responsible for marketing researches relative to Marketing division
* Attempt training on customer needs & satisfactions & it’s link to enlarge company profitability, achieve some goals on both side profit & non-profit organization orienting

**Education Background**

Bachelor degree in Business Administration, Faculty of Commerce – Alexandria University

**Graduation Date**: May 2002

**Major**: Business Administration

**Trainings & Workshops**

* Cargo Skills & Procedures Courses
* HR Diploma – Organizational Behavior Module – Arab Academy for Science & Technology and Maritime Transport.
* Several conferences organized by the Arab Institute of Navigation.

**Languages**

* Arabic: Mother tongue
* English: Fluent written, reading and speaking
* French: Basic

**Personal Information**

* Date of Birth: 6th of January 1979
* Nationality: Egyptian
* Marital Status: Married