
Shaik Ateef



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Experience

- **Noon -Q-Commerce** 13-10-2023 - Present
Logistics coordinator

Professional Summary:

Dynamic and motivated Logistics Coordinator with 9 months of experience in leading a rider team for efficient and timely delivery operations. Currently employed at Noon in Minutes, Dubai. Demonstrated ability to optimize logistics processes, resolve customer complaints, maintain team morale, and excel in last-mile delivery. Proficient in conducting daily briefings and training sessions to enhance team performance.

Work Experience:

Logistics Coordinator

Lead a rider team to achieve optimal delivery performance, ensuring on-time delivery and high customer satisfaction.

Strategize and implement efficient routing plans to minimize delivery time and cost.

Coordinate with internal departments to resolve logistical issues and improve operational efficiency.

Solve live customer complaints to ensure prompt resolution and maintain customer satisfaction.

Conduct daily team briefings to communicate priorities, updates, and expectations, including training sessions to enhance team skills and knowledge.

Implemented innovative last-mile delivery strategies to optimize efficiency and meet customer expectations.

Utilized advanced tracking and monitoring systems for real-time visibility and control over last-mile delivery operations.

Established strong partnerships with local vendors and partners to streamline last-mile logistics and overcome delivery challenges.

Proactively addressed last-mile delivery challenges, ensuring timely and accurate delivery of products to customers.

Conducted regular analysis and performance evaluations of last-mile delivery processes, implementing improvements to enhance efficiency.

Education

- **Shantiniketan Junior College** 2019 to 2021
High school
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Skills

- Organization - Communication - Problem-solving - Time management - Attention to detail - Analytical skills - Logistics software knowledge - Supply chain knowledge - Collaboration - Adaptability - Leadership - Customer service