






Hassan Abdullah

LOGISTICS, SALES PROFESSIONAL

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-  UAE, Dubai, United Arab Emirates

ABOUT ME

Ambitious MBA-qualified professional with 18 years of diverse experience, including 13 years in the UAE. Proficient in Arabic and adept at engaging with Arab clients. Expertise in Sales and Logistics management, with a strategic focus on optimizing processes and fostering effective supplier relationships. Highly organized, detail-oriented team player seeking a challenging role to leverage valuable skills and drive organizational success.

SKILLS

- MS Office
- Time Management
- client management
- Problem Solver
- Customer Service
- Analysis and Reporting
- EXCELLENT COMMUNICATION SKILLS

LANGUAGES

- Arabic
- ENGLISH
- URDU

HOBBIES

Reading Books, Travelling

PERSONAL DETAILS

- Date of birth
27 May 1984
- Nationality
Pakistani
- Visa status
Employment(Valid till 12/2/2026)
- Marital status
Married

DRIVING LICENSE

- Driving license category
Valid UAE Driving License

WORK EXPERIENCE

Logistics Supervisor Excellence Delivery Services LLC / Dubai / Sep 2020 - Present

- Coordinated and arranged optimal vehicle deployment for ongoing projects, enhancing operational efficiency.
- Expertly planned routes for vehicles to maximize productivity and minimize delays.
- Selected and trained staff, fostering a motivated, high-performing team.
- Guaranteed timely delivery to clients, significantly boosting customer satisfaction levels.
- Provided rapid solutions through replacement vehicles during incidents of breakdown, minimizing disruptions.
- Ensured all drivers adhered to schedules, achieving punctuality and reliable service delivery.
- Collaborated with dispatchers to facilitate timely dispatch, improving overall logistics performance.
- Developed strategic route plans for dispatchers, driving efficiency in delivery operations.
- Conducted regular staff meetings to identify and effectively solve operational challenges.
- Assisted in budget preparation, aligning resources with operational needs.
- Enforced disciplinary measures and managed termination processes to maintain a high-performance culture.
- Acted as a key liaison among supervisors, staff, and customers, enhancing communication and service delivery.

Logistics Supervisor Al Tabeer Delivery Services LLC(Contractor for Amazon) / Mar 2020 - Aug 2020

- Managed 45 DA's across 3 shifts, ensuring optimal workforce efficiency.
- Achieved near 100% productivity through strategic oversight and support.
- Facilitated seamless communication between Al Tabeer and Amazon.
- Effectively resolved challenges faced by Delivery Associates, enhancing overall team performance.
- Coordinated timely delivery of associates to meet Amazon's requirements, optimizing workforce efficiency.
- Trained new DA's while resolving issues to enhance team performance.
- Managed team's Daily Not Receive (DNR) metrics, driving continuous improvement in operational readiness.

Sales Supervisor Areej Al Noor General Trading LLC / Jun 2011 - Feb 2020

- Assigned and monitored sales targets to drive team performance and achieve monthly objectives.
- Motivated staff and promptly resolved issues to enhance productivity and sales outcomes.
- Conducted regular audits through site visits to ensure task completion and operational excellence.
- Performed checks and reconciliations to mitigate risk and ensure integrity in sales processes.
- Managed month-end stock counts and reconciliations to maintain accurate inventory levels.
- Recruited and maintained optimal staffing levels to support business operations.
- Ensured comprehensive training for sales staff on product specifications and customer service excellence.
- Collaborated with HR to facilitate effective succession planning and career development.
- Promoted high customer satisfaction by swiftly addressing and resolving complaints.
- Coordinated with warehouse management to ensure timely stock deliveries to all locations.
- Expert in mall operations including the procedures for opening, running, and closing locations.
- Empowered staff to effectively communicate special offers and promotions to customers.
- Monitored market trends and competitor strategies to identify opportunities for growth.
- Compiled and submitted comprehensive sales reports to management for strategic decision-making.
- Evaluated staff performance based on sales achievements and computed commission accordingly.
- Guided and motivated team members to enhance performance and foster professional development.

Sales Supervisor Pakistan Tobacco Company (Subsidiary of British American Tobacco) / Oct 2008 - May 2011

- Led a team of 15 salesmen, driving district-wide cigarette distribution.
- Oversaw monthly sales performance and cash collection, ensuring liquidity and accountability within the team.
- Conducted market visits to enhance customer satisfaction and guarantee timely product delivery.
- Addressed customer complaints effectively, promoting exceptional service to boost market share.
- Provided daily market insights to the General Manager, facilitating informed decision-making.
- Recommended incentive programs and monthly bonuses to motivate and reward sales staff excellence.

EDUCATION

Bachelors of Arts (Economics) Punjab University, Lahore. / Lahore / 2007

MBA-Master of Business Administration Virtual University of Pakistan. / ISLAMABAD / 2010

COURSE

Rabbit App Amazon / Nov 2022 - Nov 2022