

# MOHAMED ANSARI

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## WAREHOUSE OPERATIONS EXPERT | SALES COORDINATOR AND INVENTORY MANAGEMENT SPECIALIST

Results-driven Sales Coordinator with over 7 years of extensive experience in warehouse operations, sales coordination, and inventory management across retail, hypermarkets, and industrial sectors. Currently employed at LEO INTERNATIONAL LLC in Dubai, UAE, with a proven track record in managing end-to-end logistics processes, optimizing shipping procedures, and enhancing customer satisfaction. Directed and coordinated comprehensive logistical and reverse logistical functions for product life cycles, including acquisition, distribution, internal allocation, delivery, recycling, reuse and final disposal of resources.

Demonstrated expertise in reconciling stock, handling cash transactions, and coordinating with delivery teams to ensure prompt and accurate service. Proven ability to lead high-performing teams, build sales campaigns, and drive revenue growth through strategic process improvements. Proficient in MS Office, Tally ERP9, and bespoke billing software with a solid foundation in documentation, financial management, and compliance.

### KEY SKILLS

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Logistics | Inventory Management | Supply Chain Management | Order Fulfilment | Documentation | Warehouse Operations | Retail Store Operations | Sales Support | Customer Service | Compliance | Safety | Task Coordination | Vendor Management | Literacy & numeracy | Analytical skills & Reporting | Shipping & Receiving procedures |

### WORK EXPERIENCE

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**Sales Coordinator & Warehouse Operations | LEO INTERNATIONAL LLC, Dubai, UAE | November 2021 – Current**

#### Key Achievements:

- Achieved a **90%** on-time delivery rate by refining shipping and logistics procedures, leading to improved customer satisfaction and operational efficiency.
- Successfully coordinate & managed **3 high-performing sales teams** for an offshore online sales campaign, driving significant revenue growth.
- Implemented a robust system for goods receipt and verification, including invoice verification, quantity and price matching, which led to a 20-30% reduction in discrepancies
- Improved operational efficiency by 10% through streamlining warehouse operations, enhancing inventory management, improving supplier relationships, and tracking shipments and deliveries in real time, with baseline efficiency at 75% and achieving an increase to 85%

#### Logistics and Inventory Management

- Successfully streamlined last-mile delivery logistics by implementing advanced planning and scheduling, simplifying package tracking, and addressing issues like incorrect or misspelled addresses, resulting in 95% improvement in on-time deliveries
- Managed goods receipt and inspection, resolving common discrepancies such as data errors, mislabelling, and measurement issues by promptly contacting customers, vendors, or suppliers to address and rectify the inaccuracies
- Managed the entire product lifecycle from ordering, receiving, and pricing changes to handling damaged items & processing returns
- Performed inventory and traffic clerk functions by prioritizing tasks, reserving 20% of the day for high-priority activities, minimizing distractions, and focusing on key tasks to enhance productivity and profitability

#### Sales Support and Coordination

- Managed schedules, filed important documents, and communicated relevant information to support the sales team
- Supported the sales team with administrative tasks, such as preparing sales proposals and contracts, which positively influenced revenue generation, enhanced customer relationships, and improved overall adaptability
- Fulfilled orders accurately and efficiently according to customer or internal requests, achieving an order accuracy rate of 96%-98%
- Advised customers on products and services while addressing inquiries and handling complaints, resulting in a measurable improvement in customer satisfaction scores to between 75% and 85% by analysing feedback trends and understanding customer value

#### Financial & Documentation Management

- Managed cash transactions and COD payments, ensuring accurate reconciliation and adherence to financial protocols, which positively impacted financial accuracy and cash flow by identifying and investigating discrepancies between recorded transactions and expected balances

- Prepared and issued quotations, invoices, packing lists, and delivery advisories, which enhanced operational efficiency and customer satisfaction by improving sales, increasing revenue, and reducing customer churn through a streamlined and seamless customer experience
- Coordinated with logistics partners such as UPS, DHL, TNT, and FedEx to book shipments, achieving improvements in delivery times and cost savings by reducing transportation costs, optimizing transport utilization, enhancing packing and packaging operations, negotiating with service providers, and improving inventory management and distribution network efficiency

## **Store In-Charge & Warehouse Operations | Emerald Glass, Plywood's & Building Materials | Jan'19 – Sep'21**

### **Key Achievements:**

- Successfully optimized inventory management processes, achieving a reduction in discrepancies to over **98%** and significantly improving overall efficiency.
- Enhanced team productivity and morale through effective leadership, resulting in a more collaborative culture, increased innovation, and improved problem-solving skills, as evidenced by positive feedback and a boost in team engagement metrics
- Introduced a cycle counting system, boosting inventory accuracy to **95%** and significantly reducing discrepancies.
- Streamlined the receiving process, which resulted in a **30%** reduction in receiving errors and enhanced operational accuracy.

### **Order and Shipment Management**

- Received orders from the purchasing department and arranged the pick-up of freight shipments, achieving an order accuracy rate exceeding 98%, which enhanced customer satisfaction and encouraged repeat business
- Picked, packed, and prepared orders for logistics partners, drivers, and technicians, implementing suitable picking methods, quality checks, and optimized warehouse layout, resulting in improved order accuracy and packing efficiency
- Received, inspected, and recorded incoming shipments, ensuring quantity and quality by matching deliveries to purchase orders, checking for damage, logging items into inventory, allocating storage space, and notifying the accounts payable department to address discrepancies and maintain quality control

### **Inventory and Documentation Management**

- Maintained accurate inventory records using management software or manual systems, achieving improvements such as reduced costs, optimized working capital, enhanced customer satisfaction, minimized stockouts, improved forecasting, effective space utilization, and a competitive advantage
- Managed project-related paperwork by ensuring all materials were current, properly filed, and stored, which contributed to project success and operational efficiency through avoiding unnecessary documents, consistently naming files and folders, storing related documents together, and organizing by date
- Tracked goods delivery status and managed goods movements in the warehouse

### **Operations and Team Management**

- Managed and motivated the team, ensuring high performance in warehouse operations by implementing strategies such as maintaining proper product organization for efficient picking, packing, and shipping, scheduling vendor receiving appointments, celebrating team successes, and offering flexible work shifts to enhance morale and productivity.
- Analysed and enhanced organizational processes, workflows, employee and space requirements, and equipment layout, resulting in a better workplace experience, increased storage capacity, reduced stockouts, expanded product variety, and faster order fulfilment.
- Ensured proper storage and organization of merchandise to optimize space and accessibility, which increased productivity, improved stock inventory, prevented missed sales, enhanced warehouse safety, boosted employee satisfaction, and enabled effective space utilization and forward planning for company growth.

### **Customer Relations and Financial Management**

- Built productive and trustful relationships with customers, enhancing service satisfaction by 98%
- Reviewed and approved all operational invoices, which enhanced cash flow management, improved vendor relationships, and accelerated payment processing times.

#### Key Achievements:

- Enhanced warehouse productivity by fostering cross-departmental collaboration, breaking down silos, and encouraging teamwork, leading to improved customer satisfaction and streamlined processes
- Ensured high standards of accuracy and quality in inventory management and order preparation, achieving better service levels, improved customer order visibility, and reduced response times

#### Inventory Management

- Managed picking, packing, returns, labelling, and system updates, achieving a 7-10% increase in processing speed and delivery rate while improving accuracy and inventory management.
- Received and inspected incoming goods to ensure accuracy and quality, implementing corrective and preventive actions to eliminate discrepancies and enhance quality control.
- Maintained accurate inventory records and performed stock checks, resulting in reduced product losses, minimized theft and obsolescence, improved demand planning, and enhanced operational efficiency and financial accuracy.
- Forecasted and purchased stock while maintaining accurate records, leading to optimized inventory, improved on-time customer demand fulfilment, minimized stockouts, enhanced supply chain planning, and reduced costs.

#### Operations and Compliance

- Reported non-conformance, defects, incidents, health & safety issues, delivery problems, and complaints to the Operations Manager, improving operational compliance by providing insights into hazards, enabling corrective actions, and fostering a safer work environment.
- Collaborated with team members to enhance warehouse processes and productivity, leading to better teamwork, more efficient processes, increased innovation, and improved communication.
- Safely and efficiently unloaded, sorted, and stocked incoming inventory while managing cargo movement, which improved overall warehouse operations by reducing costs and enhancing order fulfilment through effective inventory management.
- Ensured strict adherence to fire prevention regulations and safety protocols, leading to a reduction in safety incidents and enhanced compliance by diligently following and enforcing safety rules.

#### Task Coordination and Efficiency

- Arranged and organized tasks scientifically, resulting in improved efficiency by focusing on key priorities, creating detailed to-do lists, and using calendars and planners, which enhanced overall task efficiency and operational throughput
- Carefully packed and prepared orders for dispatch, ensuring accuracy and quality, which resulted in smooth deliveries and increased customer satisfaction
- Applied knowledge to preserve goods effectively, resulting in reduced spoilage, minimized bacterial contamination, & less waste

#### EDUCATION

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- **ADMCA (Advanced Diploma in Manual & Computerized Accounting)**, Kerala | **2015**
- **Bachelor of Commerce** | MADURAI KAMARAJ UNIVERSITY, Kerala, India | **2015**
- **12<sup>th</sup>** | Kerala State Higher Secondary Examination, Kerala | **2012**
- **10<sup>th</sup>** | Kerala State Secondary Education Examination Kerala, India | **2010**

#### TECHNICAL SKILLS

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MS Office, Tally Prime, Outlook, Bespoke (Billing Software), Data Entry and Typing Speed

#### PERSONAL DETAILS

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**Date of Birth:** 9<sup>th</sup> April 1994 | **Driving License:** Holds valid Indian Driving Licence | **Nationality:** Indian | **Visa Status:** Employment | **Number of Dependants:** 4 | **Languages Known:** Malayalam (Native), Arabic (Read & Write), English, Hindi, & Tamil