Maged Mohamed

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EDUCATION

Asyut University   **Asyut, Egypt**
Faculty of Law   **Graduated - Jul 2020**

WORK EXPERIENCE

Talabat Mart- Distribution Center   **6th of October, Egypt**
Senior Operations Supervisor   **June 2024 – Present**

- Managing 2 Distribution centers
- Leading 2 shift leaders and a team up to 100 associates
- Managed and monitored the daily operational activities for Shipping & Receiving, Production, Transportation, Inventory Control and Picking Order Process.
    - Setting KPIs for associates and delegating tasks
    - Responsible for their disciplinary actions, feedback and performance.
    - Managing Inventory and resolving defects to improve quality.
    - Gives quality sessions to the associates.
- Developed and directed safety and ergonomics committees.
- Developed, prepared and submitted reports and spreadsheets as to progress order status, budget forecasts and related inventory and production control activities. Successfully facilitated the implementation and start up of new product picking lines and new industrial service operations.
- Embraced continuous improvement and utilized Caterpillar Production System to enhance operations
- Contributed to the development of an effective work force by assigning, directing and motivating employees utilizing defined and documented processes
- Parter with Logistics and Dark stores to balance shipped vehicles to meet the requirements and achieve the KPIs.
- Ensure performance plans are set, maintained, and continuously improved to generate creative solutions to identify improvements in the process.
- Supervised and improved inventory transactions by monitoring the issuing and collection of scanners (guns), saved labor hours, reduced missing inventory receipts, and improved inventory record.

Amazon.eg   **Cairo, Egypt**
Inbound Operations Supervisor   **Aug 2023 – June 2024**

- Leading a team up to 150 associates.
    - Setting their KPIs, delegating tasks
    - Responsible for their disciplinary actions, feedback and performance.
    - Designed trainings for that fill the gaps that the low performance associates have.
    - Auditing their work to identify any gaps of knowledge.
    - Diving deep into data, finding route causes for defects to enhance the quality of associates.
    - Upskilling associates and low performance associates by designing trainings suits their needs, resulting in unloading 255 thousand unit within 1 day overachieving the normal capacity.
    - Making sure no one gets affected by the ramped down.
- Worked on projects led to an increase of productivity and lowered the cost. Saving 10% of the cost
- Implementing customer-oriented strategies to enhance the vendor experience and resolve inquiries properly.
- Regulate and organize safety sessions to increase the safety awareness across the site leading to 1 million safe working hours
- Raising the bar over the performance to make sure we are always moving forward.

Amazon.eg   **Asyut, Egypt**
Logistics Supervisor (Operations)   **Aug 2022 – Aug 2023**

- Managing shift with a team up to 300 associates
    - Managing 3PL delivery stations and their team across upper Egypt.
    - Following up over their daily metrics and delivery success rate.
    - Address the gap and identify the route cause for the low performance.
- Enhancing customer satisfaction and deliver shipments quickly.
- Decreasing cost by preventing shipments that are ordered from fake accounts and decreasing OT demand which leads to cost saving by 30%
- Increased couriers' satisfaction through our engagement activities to the job which led to improving the delivery rates and customers experience.
- Encouraging associates to report any safety hazards to ensure a safe working environment
- Worked on projects that increased customer satisfaction such as:
    - Swipe to finish: ensuring that couriers will deliver the shipments within 0-50 meters from customers location – to enhance customer experience
    - CPS return: ensuring to receive 95% of return requests that is made by the customers
    - Fake shipments prevention. – to lower the cost
    - Safe vehicle project – to ensure the couriers will have 100% safe vehicles.

Amazon Middle East - North Africa   **Virtual, Egypt**
Customer Service - Shipping and Delivery   **Nov 2020 - Aug 2022**
Support

- Answered 250(avg) calls, chats and emails per day exceeding quota by 15% Completed customer insight reports and input over 12000 units of sensitive date
- Saved hundreds of shipments for customers which increased their trust at amazon
- Reduced the cost of delivery failed shipments by solving the root cause of the problem
- Became SME and trained new hires and monitored their performance making sure they are fit to the role
- Bilingual Customer Service Representative fluent in Arabic and English, proficiently handling a high volume of inbound calls, emails, and chats in both languages.
- Went extra mile to actively engage customers, fostering sustainable relationships and building trust through effective and open communication.
- Received a 5-star customer satisfaction rating through voice, chat and email communications.

Vodafone.eg   **Asyut, Egypt**
Customer Care Representative   **Oct 2019 - Sep 2020**

- Answered 150(avg) calls, chats and emails per day exceeding quota by 15% Completed customer insight reports and input over 12000 units of sensitive date
- Implemented new standard work to be able to resolve the customers issues faster.
- Demonstrated ability to efficiently identify customer needs and deliver accurate, valid, and comprehensive information using appropriate methods and tools.
- Committed to going the extra mile to actively engage customers, fostering sustainable relationships and building trust through effective and open communication.
- Skilled in handling customer complaints with professionalism, providing timely and appropriate solutions while maintaining a positive and empathetic attitude.

Move-me Logistics Company   **Asyut, Egypt**
Operations Area Manager   **May 2015 – May 2019**

- Managing a team up to 200 associates
    - Managing delivery points located at Upper-Egypt
    - Ensuring efficient and timely delivery operations.
    - Providing guidance, coaching and designing trainings to enhance performance and improve customer experience.
    - Developed and implemented delivery schedules, optimizing routes and resources to maximize efficiency
    - Monitored courier performance and tracked delivery progress to ensure adherence to service level agreements.
- Increased company's revenue by 200% by attracting different vendors to ship their products with our company
- Fostered a positive work environment, promoting teamwork, collaboration, and a strong work ethic.

LANGUAGES

Arabic   Native - **English** Fluent - **German** Beginner

PROFESSIONAL TRAININGS

1. **EDx Micro masters: Supply chain management (on going)**
2. **Lean Excellence program:**
   - Introduction to Lean
       - Lean standard work – Point of Improvement
   - Lean Practitioner 1
       - Standard work – Problem solving – Eliminating waste – Data at Amazon
3. **Supply Chain Specialization**
   - Supply Chain Logistics
       - Warehouse management – Logistics Planning – Supply chain – Inventory management
   - Supply Chain Operation
       - Lean six sigma – Supply chain
   - Supply Chain Planning
       - Forecasting – Planning – Demand forecasting
   - Supply Chain Sourcing
       - Sourcing best practice – Strategic sourcing
   - Supply Chain Management Strategy
4. **Google Project Management:**
   - Foundations of Project Management
       - Organizational Culture – Career development – Strategic Thinking – Change Management – Project Management
   - Project initiation: Starting a Successful Project
       - Stakeholder management – business writing – Project charter

- Project Planning: Putting It All Together
    - Project Planning – Risk Management – Task Estimation

COMPUTER SKILLS

- **Microsoft Office Suite (Word – Excel – PowerPoint)**
- **Power BI – Ongoing**
- **Warehouse management systems**
- **ERP**

SKILLS & INTERESTS

Skills: Critical thinking - self-confidence - creativity - communication - willingness to learn - team-working - handling pressure - strong work ethic - time management - multi-tasking - flexibility and adaptability