

RESUME

MOHAMMED ABDUS SAMAD

(Logistics Operations & Coordinator)

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Address: Dubai, UAE.



Professional Summary:

Analytical Supply Chain Management Executive. Offering 5+ years of experience in coordinating, experience in coordinating, transporting, and delivering goods and services. Expertise in performing logistics operational analysis, resolving customer and shipper complaints, and analyzing expenditures and other financial information. Highly skilled at solving real-world problems pertaining to operations, logistics, supply & demand management using data. Willingness to take on added responsibilities to meet team goals

EXPERIENCE:

[NOON.Com (Now Now)] [January 2021 – March 2024] (DUBAI)

Designation and Duties: Logistics and Senior Rider Ops Coordinator.

- Generating order projection reports and meeting the order vs demand trend.
- Analyzing the high-order zones and hours and deploying the fleet accordingly.
- Optimized efficiency and operations, reducing **average SLA** to 35 minutes from 30 minutes.
- Work on SLA-service level agreement and On-Demand delivery (Time agree to deliver the order).
- Coordinate from the first mile to the last mile of the order cycle and closely monitor the **daily business flow**.
- Improve the rider performance metrics by continuous follow-ups with the default riders.
- Handling ticket queries and resolving them within the TAT.
- Monitor and improve Rider Performance and Compliance.
- Handling Inbound Communications from Riders.
- Good Handling of the Google workplace tools (G-Sheets, G-Docs, G-Slides) and Office package (Excel, PowerPoint).
- Answering Phone inquiries and handling complaints from the riders.

[Metro Trading Company] [January 2018 – January 2020] (India)

Designation: Warehouse and Logistics Operations

- Handles the warehousing, shipping, and receiving operations for a company.
- Manages the logistics of a product's lifecycle, from design to disposal.
- Manage warehouse staff to ensure proper shipping and storage of supplies.
- Communicate with clients regarding their deliveries and requirements.

Academic Background:

- MBA (Finance) : Osmania University - 2019
- B.Com (Computers) : Osmania University – 2017
- Intermediate (MPC) : Board Of Intermediate – 2014
- S.S.C : Board of Secondary School - 2012

TECHNICAL SKILLS:

- Logistic Operations and Management.
- Rider Operations and Orders Delivery
- Transport Coordinator till Last Mile Delivery
- Warehouse Operations
- Accounting Software (Tally ERP, Focus, Wings)
- Operating System Windows and IOS
- Microsoft Office (Word, Excel, Power point)

PERSONAL DETAILS:

Name : Mohammed Abdus Samad
Date of birth : 22-12-1995
Nationality : Indian
Passport : N4234093
Notice Period : Immediate

DECLARATION:

I hereby declare that the information and facts furnished here are true to the best of my knowledge and belief.

(MOHAMMED ABDUS SAMAD)