Muhammed Rafeek

Logistics coordinator

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📍 Deira, Dubai

SUMMARY

Dynamic Logistics Coordinator with over two years of experience in managing end-to-end supply chain operations. Skilled in inventory control, shipment tracking, and route optimization to enhance delivery efficiency and reduce costs. Proven ability to collaborate with vendors and cross-functional teams to ensure timely and accurate order fulfillment. Adept at utilizing ERP systems to streamline processes and improve performance. Committed to driving operational excellence while maintaining high levels of customer satisfaction

EXPERIENCE

Team leader   06/2022 - 04/2024
Instakart service limited

Led a high-performing logistics team to streamline order fulfillment processes, achieving a 15% reduction in delivery delays over six months. Implemented real-time tracking systems and optimized routes, resulting in a 25% increase in delivery efficiency. Trained and mentored a team of 30+ associates, enhancing productivity by 20% through continuous process improvements and the adoption of technology-driven solutions. Played a key role in ensuring customer satisfaction levels remained above 95%, contributing to the overall success of the operation.

This blends measurable success with keywords such as "streamline," "optimize," "real-time tracking," and "customer satisfaction."

EDUCATION

Shipping and Supply chain Management   10/2021 - 04/2022
Guiders Institution - Diploma

Business Administration   03/2018 - 08/2021
Al Azhar college of Arts and Science - Bachelor degree

CERTIFICATES

SAP   09/2022 - Present

Air cargo   09/2022 - Present
Guiders institution

SKILLS

Cost Reduction Stratagies	Advanced	ERP systems(SAP,ORACLE)	Advanced
Documentation & Compliance	Advanced	Vendor management	Expert
Route optimization	Expert	Warehouse Management	Expert

Shipment tracking	Expert	Inventory Control	Expert
Order fullfillment	Expert	Supply chain Management	Expert

LANGUAGES

		Hindi	Intermediate
Malayalam	Native	English	Fluent