

# NADEEM NIYAS

## TEAM LEADER

DUBAI, UNITED ARAB EMIRATES

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## PROFILE SUMMARY ||

A highly motivated professional with a diverse work background spanning the UAE and India. My experience encompasses various facets of business, including Operations, administrative functions, and supervision, accumulating a total of 4 years of valuable expertise. Eager to advance my career and contribute as a proactive team member, leveraging my knowledge and skills.

## WORK EXPERIENCE ||

### TEAM LEADER

AJEX LOGISTICS SERVICES, DUBAI : FEBRUARY 2024-PRESENT

- Monitoring documentation of Inbound and Outbound shipments, making sure there are no delays.
- Monitoring/ updating trackers and reports, which provide visibility to customer for shipments, claims and trends.
- Ensure assigned tasks (All Inbound/ outbound modes) are performed as per customer expectations and in line with agreed KPIs & monthly MBR is conducted with customer and all reports are ready for presentation.
- Conduct daily PD Session with team to address achievements and concerns.
- Understand rate cards for assigned customers and ensure billing is aligned accordingly.
- Provide effective administrative and decision-making assistance towards the daily activities of the Contract Logistics Department.
- Drive appreciation approach within team by using effective tools e.g. EAT (Employee Appreciation Tracker) and Thank You Cards. Errors to be recorded in EET (Employee Error Tracker) along with corrective and preventive actions.
- Ensure coordinators fully understand the customer requirements and how to handle customer requests providing the best for the company as well as the customer.
- Constant reviewing of the department processes and initiates any improvement plan to reduce timelines, increase productivity, reduce wastage and eventually achieve a high level of customer's satisfaction.
- Ensure customers SOP's are updated on timely manner and teams are well aware of it.
- Ensure data is available for customer business reviews in terms of performance measurement, root cause analysis and volume trends.
- Set KPI's and targets for all activities performed by team members & monitor team performance based on targets assigned and appraise team accordingly.
- Ensure that all practices are in compliant with Danzas policies and procedures so that business is handled efficiently.
- Initiate new solution proposals to customers to improve service and customer satisfaction.
- Identify and implement Continuous Process Improvement Project as per assigned Goal.
- Efficiently Lead, coach, appraise and support Logistics Coordinator/ Logistics Assistant team in all areas to display high levels of performance to achieve company objectives.
- Monthly feedback session to be conducted with all team members. Feedback session to include discussion of Goals and IDP of team members.

### TEAM MANAGEMENT & COORDINATION

GENTUR SECURITY SERVICES, DUBAI : 2023-2024

- Strategic planning and execution of localized festival concept.
- Prioritizing client confidentiality and tailor our services to meet the unique security needs of each client.
- Directing client onboarding and management, including key clients like Armani, Dubai Opera, Coca Cola Arena, COP28, Aldar, Emaar, Global village, Celebrities CPO, Dubai run, Dubai ride.
- Managing comprehensive event security, and crowd control design.
- Blending cutting-edge technology with expert personnel to safeguard businesses and individuals.
- Overseeing the planning, coordination, and execution of event production elements to ensure successful outcomes.
- Collaborating with clients to understand their vision and objectives, translating these into actionable production plans.

- Bridging between Key Account Managers and Du support team, providing operational support for the same
- Handling complete escalation and provide the resolution within the KPI.
- Ensures the completeness and authenticity of client document as per the policies.
- Worked extensively with CRM & MS Excel.
- Coordinate with partner, Sales support and logistics on operational tasks.
- Processing request for Mobile Number Portability.
- Create activity, Bids and work orders for fixed services requests.
- Resolves service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.
- Fast response to customer needs and apply correctly into CRM for internal actions as per the project process.
- Generate weekly/monthly reporting relates to sales and Support fulfilment KPI's.
- Direct Coordination with sales team, managed the back-office operations including four staffs.
- Achieving targets in a dynamic and complex business environment.
- Handling back office and examine financial data and use them to improve profitability.
- Supervising the operations team and guiding with effective workflow.
- Creating Trouble Tickets, handling confidential documents, creating special price request, preparing invoices and purchase orders

**WAREHOUSE SUPERVISOR**

**POPULAR STORES, KERALA : 2019 – 2023**

- Managed product inventory, suggesting and implementing ideas for improved warehouse processes.
- Carried out diligent workload planning and volume forecasting in line with company specifications.
- Led a team of employees and managed the receiving, stocking, item slotting, order selecting, shipping and efficiency of the warehouse as well as prepare the next production team for upcoming shift.
- Offered stellar customer service, as needed along with being responsible for merchandise pricing and signage.

**EDUCATION ||**

**ARCHITECTURAL DESIGNING & INTERIOR DESIGNING**

**CADD CENTRE | CINDERBAY, CALICUT : 2014-2017**

- Project planning and management: an overview. Layout management.
- Introduction to BIM & Revit Architecture
- Place and modify Walls & Complex Walls
- Introduction to Design Visualization and creating own designing projects.
- Researched trends in area of green building and environmental design to incorporate

**KEY SKILLS ||**

- Workflow planning
- Good written & verbal skills
- Collaborative, Maintaining good relationships with work colleagues and clients
- Supervision and team leader & problem solving
- Strategic Planning
- Teamwork
- Expert in data entry and MS excel

**LANGUAGE ||**

- English (Fluent)
- Hindi (Conversational)
- Malayalam (Fluent)
- Arabic (Read & Write)