



# SAAD-UR-REHMAN

CUSTOMER SERVICE-LOGISTICS | LOGISTICS & TRANSPORTATION

## PROFESSIONAL SUMMARY

An Experienced, Supply Chain Professional having broad knowledge and hands-on experience in the area of Logistics/transportation, Warehousing and Customer Service with planning and organizational skills that balance work, team support and responsibilities in a timely and professional manner. Seeking a challenging role in logistics management to utilize my skills in optimizing efficiency, reducing costs, and improving overall logistics practices.

## CORE COMPETENCIES

### Operations

- Transport, Logistics, Distribution, Warehouse & Operations

### Specialized Projects

- End to end Defense Logistics operations with Import and Military Projects.

### Technical

- Fleet Maintenance
- Fuel Averages of secondary & primary fleet

### QA & HSE

- QA& HSSE Audits (Road Transport Management System and Inspection)
- Road Transport QA&HSSE Implementation
- Driver Trainer for Defensive Driving
- Training and development of staff/HTV drivers/Warehouse staff for company's safety procedures.
- Supply Chain Fundamentals (Ismail Industries)

## ACHIEVEMENTS

- Secure Second position in Project of (Automation in Logistics & Warehousing) 2021

## EXPERIENCE

### Ismail Industries Pvt Ltd 2021-2023/Sep (Assistant Manager Logistics/CS)

- Managing all Food Division FG- Finish Goods Logistics Operation's nationwide.
- Primary & Secondary inter & intercity movement dispatches.
- Dedicated Model (Fixed & variable Cost)
- Proficient in utilizing SAP and systems to streamline and enhance productivity.
- Strong analytical skills with the ability to identify and resolve logistical challenges
- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer
- Follow communication procedures, guidelines and policies

### Secure Logistics (PVT) 2020-2021 (Assistant Manager Transportation/CS)

- Develop annual Business Development Plan
- Generate client inquiries
- On boarding new Transport Vendors
- Prepare Monthly, Quarterly, Annual Profit & Loss Reports
- Prepare and execute fleet preventive maintenance plan
- Ensure timely invoicing and payment recoveries.
- Process customer accounts and file documents
- Identify customer needs and help customers use specific features
- Monitor customer complaints
- Follow up with customers to ensure their technical issues are resolved

### Water link Group of Companies 2019-2020 (Assistant Manager Logistics/CS)

- Core Responsible all over operation (Intercity & local vehicles)
- Drivers hiring/Firing
- Planning and monitoring
- Deployment
- Control Fueling & Operational expenses

- Students Project Conference & Poster Exhibition 2021.
- Recognition Certificate of “Fatigue management” 2014”
- Certificate of Developing “Personal Effectiveness 2022”

### On Job Training

- Defensive Driving Training -Raaziq International.
- Driver performance management- Agility Pakistan Ltd.
- Journey and Driver Management- Raaziq International.
- Fatigue Management- Agility Pakistan Ltd
- Emergency Response System- Raaziq International
- Incident reporting & Investigation- Raaziq International

### SEMINARS AND WORKSHOPS

- Participated in 2nd Mega Emergency Response Drill at Agility Logistics (Pvt.) Ltd.
- Attended Seminar on “Mission for the future” conducted by MAJU
- Participated in “Open Port” conducted by MAJU (Aamir Haroon)

## SKILLS

Fleet Management  
 Warehousing  
 Material Management  
 Fleet Maintenance  
 Commercial  
 Budgeting  
 QA&HSSE Management  
 Defensive Driving Training for HTV Drivers  
 Route Planning  
 Transport cost Optimization  
 Training Management

- Outsource Vehicles and vendor’s managements
- Minimize Operational expenses
- Introduce new clients
- Proven experience in organizing events.
- Manage large amounts of incoming calls
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail, or social media

### Raaziq International (Ammiza Transport) Ltd 2016 to 2019 (Customer Service)

- Deployment, Tracking
- Loading/offloading
- JMP (Journey Management Planning)
- Trip closing, Route planning
- Place or cancel orders
- Inform customer of deals and promotions
- Compile reports on overall customer satisfaction
- Attracts potential customers by answering product and service questions

### Tri-Star Transport (Pvt.) Ltd 2013 to 2016 (Customer & Operations executive)

- Lead Crude oil operation
- Trip sheet feeding in FMST software.
- To make daily vehicle movement report.
- Vehicle Tracker Monitoring / Monthly Closing of operation
- Vendor’s fueling invoice verification and submission for payment to finance.
- Vehicle Pre-trip inspection / Outsource Vendor billing.
- Daily Safety Tool Box Meeting with drivers / Vehicle Pre-Trip Safety Inspection.
- Build positive relationships by going above and beyond with customer service
- Maintain record of daily problems and remedial actions taken

## EDUCATION

### Muhammad Ali Jinnah 2021 > 2023

MBA (Supply Chain)

### Muhammad Ali Jinnah 2019 > 2021

BBA (Bachelor’s Business Administration)

### Dadabhoy institute of higher education 2014 > 2018

B. Com (Bachelor’s in Commerce)

### Govt. Degree College Gulshan-e-Iqbal 2012 > 2014

Commerce



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