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Summary

Experience with stores, shipping and logistics services for more than 12 years, starting from scratch as a warehouse agent and stepping into numerous positions within warehouses and logistics services management until they have reached the post of Warehouse Manager and Logistics Services, thanks to practical experience and courses in supply chains and logistics services as well as personal skills and high management quality capacity and the development of the task force.

Skills

- Self-motivation
- Efficient planning of workload and resources
- Strong negotiation and communication skills
- Risk Management
- Analytical and problem-solving skills
- Proficiency in supply chain management software and tools (e.g., ERP systems).
- ERP System User (SAP, Oracle, Odoo...)
- Data Collection and Analysis
- Site Management
- Leadership and Team Collaboration
- Interim Monitoring
- Adaptability and Flexibility

Experience

Logistics and Warehouse Manager Mafrashi - Trading.

10/2022 to now

- Develop and implement supply chain strategies to optimize inventory levels, reduce costs, and improve overall efficiency.
- Manage relationships with suppliers, vendors, and third-party logistics providers to ensure timely and cost-effective delivery of goods.
- Coordinate with internal teams including merchandising, warehousing, and logistics to align supply chain activities with business objectives.
- Analyze supply chain performance metrics and identify opportunities for improvement.
- Monitor and address supply chain risks and disruptions, developing contingency plans as needed.
- Oversee inventory management, including forecasting demand, tracking stock levels, and implementing inventory control procedures.
- Manage the procurement process, including negotiating contracts and ensuring compliance with company policies.
- Ensure compliance with relevant regulations and industry standards related to supply chain operations.
- Prepare and present reports on supply chain performance to senior management.

Order processing Supervisor Milezmore, 3PL, Co.

03/2022 to 09/2022

- The work team has been completely restructured, with many of the stages of receiving and delivering goods and orders modified.
- Establish a quality team with a clear structure of how to work.
- There was a major problem with one customer regarding the volume of pending orders, and all the pending orders were resolved in the first month by rescheduling their delivery to customers and solving all outstanding problems in this matter while developing a fixed work map to avoid this matter from happening in the future.
- Selecting and training new employees to create appropriate work teams for each department according to company policy and labor market needs.

Key account manager**01/2018 to 02/2022****Aramex, 3PL, Co.**

- Manage, oversee, supervise, and participate in stores operations.
- Working to develop and train work teams while making the required adjustments to avoid any problems we face and to provide the best possible service to the customer.
- Developing future work plans while providing the required needs to cover the work needs of individuals or equipment throughout important seasons and occasions.
- I started working on this project and the daily volume of orders was less than 100, and the customer satisfaction rate ranged between 60 to 70 percent. By the end of my work on this project, we had reached an average of 1,000 to 1,500 orders per day, with a customer satisfaction rate ranging between 93 to 98 percent.

Warehouse Supervisor**07/2014 to 12/2017****Aramex, 3PL, Co.**

- Oversee the daily operations of the warehouse, ensuring the efficient and accurate handling, storage, and distribution of goods.
- Implement and maintain warehouse policies and procedures to ensure compliance with industry standards and regulatory requirements.
- Utilize continuous improvement methodologies to identify and drive operational efficiencies and cost savings.
- Lead, mentor, and motivate a highly educated team, fostering a culture of collaboration and excellence.
- Ensure optimal use of Oracle ERP system for inventory management, order processing, and reporting.
- Monitor and analyze key performance indicators (KPIs) to measure and improve warehouse performance.
- Collaborate with cross-functional teams, including logistics, supply chain, and customer service, to ensure seamless operations.
- Manage warehouse budgets, including labor, equipment, and supplies, to ensure cost-effective operations.
- Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures, and complying with legal regulations.

Executive warehouse Team**06/2013 to 06/2014****Aramex, 3PL, Co.**

- Overseeing shipment loading and unloading, handling day-to-day operations for the warehouse, and creating shipment schedules.
- Monitoring inventory levels using software programs and initiating transportation or shipments when inventory levels become too low or high.
- Enforcing facility security and employee safety measures to ensure that the warehouse adheres to the government's safety standard.
- Overseeing teams and staff, assigning staff schedules, organizing employee training, and developing teamwork initiatives.
- Communicating with clients, suppliers and vendors by email or phone to coordinate equipment needs and schedule shipments.

Data entry and Stock Control**09/2011 to 05/2013****Aramex, 3PL, Co.**

- Handling customer's complaints if escalated to me using (analyze, register then resolve theory), or escalate to higher managerial level if necessary.
- Follow up with our customer's custom clearance and brokers until inbound their goods on the warehouse if needed.
- Audit on physical goods arrangement.
- Supervise on daily, weekly, and monthly stock reports and ensure send them to the customers on daily, weekly, or monthly basis accurately.

Education

Bachelor Tourism and hotels services: Tourism Guiding
Future Academy

- **GPA:** Very good

MOST PROUD OF

- **Physical Organization:** Creative Thinking, Effectiveness, Productivity.
- **Planning:** Analyzing Issues, Decision Making, Project Management, Strategic Planning.
- **Team Work:** Collaboration, Delegation, Goal Setting, Group Leadership.

AREAS OF EXPERTISE

- **Supply Chain**
- **Logistics**
- **Warehousing**
- **e-commerce**
- **Customer care**