|  | Nda Frankline Mokom  Operation Supervisor | UAE • 0566508274  mokomnda12@gmail.com •  Personal Details:  25/9/1983 ▪ Cameroon  Male ▪ Married |
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Performance-driven professional with substantial experience in maintaining, receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing programs. Instrumental in controlling inventory levels by conducting physical counts and reconciling with data storage systems. Skilled in delivering effective communication, leadership, motivation, and training to team members in order to meet daily targets and enhance operational effectiveness. Excel at supervising staff on labelling items, monitoring/tracking inventory, calculating/verifying quantities, maintaining records, and tracking shipments within high-volume warehouse environments. Adept at preparing an annual budget, scheduling expenditures, and analysing variances to meet organizational objectives. Leverage strong communication, problem-solving, and decision-making skills to nurture professional relationships at all levels.

**Areas of Expertise**

| * Operations Management * Documentation & Reporting * Quality Assurance & Control | * Strategic planning & Execution * Customer Satisfaction & Retention * Continuous Process Improvement | * Team Building & Leadership * Welding & Steel Reinforcement * Relationship Management |
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**Professional Experience**

**skyNet worldwide Express.**

**Last Mile Team Leader** **2023 -2024**

Responsible for last-mile delivery team SLA success ratio and will be mainly responsible for managing and improving fleet management practices & team.

Will Oversee employees in different stages of the delivery process.

**Mile Delivery Services LLC, Dubai, UAE 2020 – 2023**

**Warehouse Officer – Team Leader**

Entrust by senior Line Manager to oversee end-to-end new branch activities, including outbound and inbound shipments as a Team Leader to ensure continuation and enhancement of services. Resolve complex issues and reduce orders missing from initial 10-15 orders to no zero-miss scan.

* Achieved high levels of customer satisfaction by directing excellent warehouse operations while assuring the top-class quality of goods.
* Identified improvement areas and developed robust strategies to improve the current processes.
* Acquired in-depth knowledge of transferring cancelled orders to new clients and generating fulfilment reports and directed to senior line manager and the entire operations from 29 May – Present.
* Promoted to a team leadership position by the supervisor due to exemplary performance in managing clients’ orders.

**Sehr Al Ibdaa Bldg Cont., Sharjah, UAE 2016 – 2020**

**Steel Fixer**

Installed steel girders and columns in construction industry. Placed steel grinders and structured frameworks. Erected steel frames as well as assembled cranes and frameworks. Linked columns, beams and girders. Conducted welding and metal cutting actions. Installed steel in concrete structures.

* Fabricated, erected, installed, fitted, welded and bolted structural steel shapes and plates.
* Built steel bridges, towers and other steel structures.
* Laid out, fabricated and installed sheet metal systems.

**Education**

**High School Education |** Cameroon GCE Board

**Awards & Recognitions**

**Employee of the Peak Award** | iMile

**Licences & Certifications**

**Light Vehicle – Manual** | Licence # 4232037

**Languages**

English – Expert | Arabic – Intermediate | French – Fluent