

Mr. YAHIA AHMED FATHY

Last mail operation specialist (team leader)

About me

I graduated from a business administration in 2005. I have gained extensive experience in the field of last mile domestic shipping through my work in major international shipping companies such as **Q.express**, affiliated with Amazon International. Now, I work at **Jumia Egypt** in the operation department, where I follow up with the shipping representatives and solve all problems and obstacles so that the representative can deliver the packages to the customer smoothly. I work to achieve a high percentage of deliveries, approximately **95%**, and also ensure that returns are collected from customers. I lead a team of delivery representatives of up to 50 representatives. I always confirm cases of postponement and rejection to avoid fake updates and take appropriate and firm measures with the representative to avoid their recurrence

➤ Previous Experiences

- Jumia Logistics Services From December 2022 until now
- Q.express Logistics Services From Oct. 2017 until Oct.2021
(Amazon Egypt)

Operation management specialist

- Receiving the incoming car and ensuring safety of Shipments, photographing the destroyed shipments and sending them to the main center for return.
- Dividing the work team to receive the shipments and dividing them geographically properly.
- Dividing the representatives into their own areas and handing them the shipments for each area, reviewing their number and matching them with the device.
- Follow up the representatives during their work and make sure from delivering all shipments to customers and follow business rules during delivery.
- Ensure that Representatives receives returns from Customers To ensure the company's credibility with the customer, avoid fake updates and not be complacent
- Validation the updates and apply the appropriate penalty with the representative in the event of any fake update for any shipment .
- Quick response to any mail regarding Complaints from any customer and training of representatives on Avoid any mistakes while working.
- Receive the remaining shipments with the representatives and make sure that it is in good condition
- Preparing a daily report on the percentage of deliveries and discuss it with the branch manager to reach the top Daily delivery rate.

- Lactalis Group From Oct. 2015 until Oct. 2017

Financial treasurer

Receiving cash amounts from sales representatives and depositing them in the company's main treasury according to an official receipt and then supplying them to the bank

Contact information

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Practical and personal skills

- Microsoft office(word&excel)
- Al-Amin Accounting Program
- Amazon Flex
- Google sheets
- Team leadership
- Good communication with clients and consumers
- Ability to solve logistical problems

My Languages

- Arabic (native language)
- English (60%)