

Hard core proficiency in:

Logistics Operations	Costs and visibility	Exceptional presentation skills
Business & Client Management	Key relationship building	E Fulfilment
Sales &Marketing	Advanced problem-solving abilities	Shipping/Receiving

ACCOMPLISHMENTS:

- Business process re-engineering and automation
- Proven ability of mastering systems and applications with an aim of providing solutions for process improvement and streamlining.
- Sales oriented Marketing and Business development in Middle east.
- Specialises in the development of Marketing and eCommerce strategies.
- Experience of dealing with and managing a large number of transactions, customers and vendors, in different roles
- Experience of managing diverse teams and experienced staff.
- Handle operations of all carriers i.e. Sea, Air, Land, Trouble Shoot all issues of Loading, Trans shipments and Final Deliveries.

Professional Experience:

Aramex Logistics



Aramex has rapidly grown into a global brand, recognized for its customized services and innovative products. Establish in 1982 a leading global provider of comprehensive logistics and transportation solutions, our breadth of services includes express courier delivery, freight forwarding, logistics, supply chain management, e-commerce and record management services.

DHL Logistics



When Adrian Dalsey, Larry Hillblom and Robert Lynn founded DHL in 1969, they didn't know that they would revolutionize the world of logistics.

Senior Manager August, |2019 To Present| Ecommerce Customer Acquisition and Retention

Roles & Responsibilities:

- Managing the activity for the Ecommerce and direct marketing in the Middle East.
- specializing in B2C, B2B, Cross-border, marketplace, warehousing fulfillment business operations for e-commerce,
- Provide directions, inspiration, and guidance for ecommerce to drives efficiency and productivity.

Comfortable with continuous engagement with C-level and Senior Leadership

Develop and lead the Business Development strategy in sourcing, managing and implementing new business acquisitions and opportunities.

- Performance analysis and reporting on different segments by daily, weekly, monthly and periodical as well as problem solving initiatives to ensure service levels meet.
- Work closely and coordinates with all stakeholders including Operations, Project Management, IT to develop appropriate processes and resource requirements to drive Ecommerce business results and achieve exponential growth. Collaborates support functional teams like Marketing, IT, Supply Chain & Logistics, Customer Care, Finance & Accounts to execute company initiatives.

Account Specialist &Analyst |July ,2017 – June, 2019 |

Roles & Responsibilities:

- Strategic Business Development.
- Retainer Client Management.
- Relationship Building.
- Managing customer expectations.
- Business Revenue / Growth.
- Team Building.
- Forecast / Prospecting.
- Providing ad-hoc reporting as and when requested by management.
- Performance analysis and reporting on different segments by daily, weekly, monthly and periodical as well as problem solving initiatives to ensure service levels meet.

Today, DHL is the world's leading logistics company. Our 360,000 people over in 220 countries and territories work every day to help you cross borders, reach new markets and grow your business. Or simply send a letter to your loved ones.

JASANI LLC Business Gifts & Promotional Giveaways



Jasani LLC is the largest Wholesaler stockist of Corporate Gifts & Promotional Giveaways in the MENA region. With Unique & innovative products, high quality in-house branding facility, strong logistics capabilities & an efficient team, we provide an end-to-end solution to our customers.

POSTAPLUS



The Fast-changing market which relies on import and export of products, dictated a need for high standard movers. That is when Postaplus was found in 2005.

Today, Postaplus is a leading regional provider of all-around business, logistics and shipping solutions.

TNT



Every day, we go to great lengths to connect people and businesses all over

- Facilitate shipment status update to Management through Monitoring Movements from Origin to Destination.
- Contacted proactively customers to determine service satisfaction. Managing the Major accounts Customers.
- Identify and explore new markets and tap profitable business opportunities for business development.
- Close coordination with Internal Customers (Gateways / Station Managers).

LOGISTICS & SUPPLY CHAIN SPECIALIST | Jan, 2016 – June, 2017 |

Roles & Responsibilities:

- Identify opportunities to improve Service Quality and drive down cost.
- Managed all operations performed by Dubai branch involving the transport of freight by air, road and sea.
- Monitor performance and productivity improvement to ensure operational KPI's are met.
- Ensuring the achievement of delivery service benchmarks and to provide actions and solutions when agreed targets are not being achieved.
- Coordinate supply plans with International Demand Planners and work closely with the headquarters of supply chain operations to develop inventory levels for all starting materials and finished goods
- Work collaboratively with Trade Compliance organizations to monitor product import and export processes to ensure compliance with regulatory and legal requirements
- Monitor and react to regional KPIs, metrics and reports to ensure the performance of the regional fulfilment operation
- Oversight for inventory planning activity for optimizing inventory for all products
- Optimize service levels for the enterprise
- Lead efforts from a Fulfilment perspective to implement regional solutions to optimize operations
- Forming direct business relationships with 3rd party Transport and Services providers.
- Communicate / correspond with International Agents and Consignees Send pre-alerts / pre-advice / arrival notice and ensure timely issuance of delivery orders, clearance and Delivery of Shipments.
- Facilitate shipment status update to Management through Monitoring Movements from Origin to Destination.
- Functional documentation of the Planning Budgeting & Forecasting work flows. Initiate and participate in operational process flow reviews.
- Managing service level agreements with customers
- Preparing client and market mapping reports for the assigned area/industry.
- Resolving disputed requests pertaining inbound shipments' duties. Meeting reporting deadline.

CUSTOMER SERVICE & KEY ACCOUNT MANAGER | Jan, 2014 – May, 2016 |

Roles & Responsibilities:

- Making sure that customer experience is 100% by gaining customer trust.
- Developing training programs based on call center needs.
- Implemented new coaching techniques.
- Screens potential business deals by analyzing market strategies.
- Initiate and participate in operational process flow reviews.
- Assisted in negotiation of contracts, including joint venture agreements.
- Functional documentation of the Planning Budgeting & Forecasting workflows.
- Customer Relationships & Managing call center to fulfil the customer needs.
- Map & analyze business potential identify new profitable product & product lines.

Senior Business Development:

Experienced and highly accomplished Senior Business Development Manager with knowledge of all sales processes, demonstrating solid analytical and team management skills, a proven track record of generating new business through strategic negotiation while cultivating new relationships with key decision makers, develops new accounts through effective cold calling initiatives, leading to sales quota achievement.

the planet. Delivering millions of parcels, documents and freight consignments with care and attention - because we understand how important each and every parcel is to you and to your customer. Whatever you need to send. Wherever you need to send it

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SALES ANALYST | Feb, 2013 – Dec, 2013 |

Roles & Responsibilities:

- Performing product evaluations and recommending ways to improve its features.
- Complex analysis such as trend analysis and forecasting.
- Ensure territorial growth/development for increasing sales volumes.
- Map & analyze business potential identify new profitable product & product lines.
- Reporting to the National Sales manager responsible for a product line of all logistics Products.
- Reviewed territory and market results, making recommendations for adjustments to resource alignment.
- Up Scaling Existing Customer.
- Performing SWOT analysis for finding areas to improve and capitalize on company's strengths.

Various S&M positions | June, 2007 – Dec, 2012 |

Roles & Responsibilities

- Accounts receivable analysts.
- Customer Care Advisor.
- Indoor sales.
- Network Operation Coordinator.