

Ahmad Obaidallah

Procurement And Customer Service Supervisor

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A Mechanical Engineer with +7 years' experience in procurement, purchasing, pricing and customer service, which makes me a main drive to boost the sales and enhance the cost savings.

Work Experiences

Pricing, Procurement and Logistics Officer | High Tech Talents (HT Global Circuits)

Apr 2020 - Present

- Calculating every order price to make sure we get the better price (we have a matrix that we use from our vendors)
- Creating a PO with the right price and for the right vendor.
- Order the electrical boards from a vendor, depending on the sales price we have, and keep in mind to get better production quality to make our customers happy.
- Negotiation of the price with vendors when needed to save more money for the company.
- Following up on any errors or complaints from customers and making sure this will not happen again by moving the order to a better vendor or remaking the order for free.
- Following up on any price issues from vendors and making sure it is solved.
- Following up on confirmation ship dates from vendors and making sure there is no delayed.
- Following up on production stages during production to make sure there will be no delay.
- Arrange the shipments and make sure to choose the best way to deliver them to the customer on time without any late.
- Creating invoices and packing slips when the shipments are ready.
- Creating UPS labels when needed (for US drop shipments)
- Prepared and presented reports to management on purchasing trends and cost savings to aid in decision-making.
- Organized records of schedules and completed orders.
- Evaluate our supplier's work quarterly or monthly based on the volume of our orders with them (including on-time shipping, Quality, and Engineering work).
- Improve the process to try to avoid any problems we faced before.
- Make sure we have good savings for our orders from each supplier we have.
- Support the sales team with all the information they need to try to increase the Booking
- Negotiate contracts with suppliers
- Oversee supplier performance and manage relationships.
- Conduct research to identify cost savings opportunities.
- Streamlined workflow processes for increased efficiency in handling customer inquiries and complaints.

Customer service and Cad Engineer | High Tech Talents (BlueRing Stencils)

Dec 2017 - Apr 2020

- working with a team of 5 C.S engineers to handle up to 150 daily orders and setting priorities to meet customer's schedules and deadlines
- Receiving/answering customers' requests and inquiries regarding active orders status and provide an estimate for shipping or delivery
- Receiving customers complaints and redirect to the related department
- Training newly hired employees in the software's and technologies used in the industry
- PC Boards stencil design with Visual cam, IGI, cam350, and circuit cam

Production Engineer | Al-Dar for Electrical Industries (Ramco & Shami)

July 2017 - Dec 2017

- Responsible for the production line and workers on this line.
- Follow up the production process to avoid any mistakes.
- Follow up with quality control when an error occurs and develop an action plan to not repeat the error.
- Follow up on the production line needs of the basic materials and provide them from the warehouse.
- Writing daily reports in production quantities.
- Managed production schedules, ensuring timely delivery of products while maintaining high quality standards.
- Performed root cause analysis and implemented corrective actions.
- Communicated with other team members to enhance process and performance.
- Supervised entire production process and prepared proper documentation for dispatch.
- Trained team on best practices to optimize production and improve quality.
- Investigated and proposed corrective actions for quality issues.

Education

- BSc of Mechanical Engineering/ Production & Machinery, Al-Blaqa' Applied University. 2012-2017 | Jordan

Skills & Softwares

- Team & Time Management / professional reporting / Problem Solving: Creative solutions, market analysis
- Negotiation: Contract negotiation, offer presentation, conflict resolution
- Manufacturing Operations Management / Pricing Strategy /Vendor sourcing / Incoterms / Analytical Skills.
- ERP Systems, Freshdesk, MS Office, QuickBooks, Visual CAM, CAM350, AutoCAD, SolidWorks.

Certificates & Courses

- AutoCAD course | AH Group | 24 hours.
- Successful Skills | Al-Balqa Applied University | 4 hours.
- Arabic print course | Ministry of Digital Economy (Knowledge Stations) | 36 hours.
- TOT training course | King Abdullah Fund for Development (All Jordan Youth Commission) | 36 hours.

Languages

- Arabic (Mother Language)
- English (Professional)