

Ali Mohamed Elaidarosy

Warehouse and Logistics Manager

Riyadh, KSA | Residency: Valid Employment Residency Permit

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Nationality: Egyptian | Date of Birth: 2-Aug-1988

Professional Summary

Results-driven Warehouse and Logistics Manager with over 10 years of experience in end-to-end supply chain operations. Holds a Master's degree in Supply Chain and Operations Management with distinction. Expertise in warehouse optimization, inventory control, transportation planning, and logistics coordination across ERP/WMS platforms. Proven ability to drive Lean process improvements, reduce costs, and enhance service delivery in both traditional and e-commerce environments. Adept at vendor negotiations, KPI-driven leadership, and delivering consistent customer satisfaction through high-performing teams.

Key Skills

- Warehouse Operations Management
- Inventory Control & Optimization
- ERP & WMS (Odoo, SAP)
- Transportation & Route Planning
- E-commerce Fulfillment & Last-Mile Delivery
- Lean Methodologies
- KPI Monitoring & Team Leadership
- Customer Service Excellence
- Logistics Coordination

Professional Experience

Warehouse and Logistics Manager

Max Muscle – Cairo, Egypt | Jan 2020 – May 2025

- Directed warehouse operations, leading a team of 70 across inventory, order fulfillment, and distribution.
- Optimized warehouse layout, improving storage efficiency and reducing picking errors.
- Implemented Odoo ERP for real-time inventory and order tracking, improving operational transparency.
- Reduced lead times and costs via strategic route planning and vendor negotiations.
- Introduced safety protocols, resulting in zero workplace accidents.
- Applied Lean methodologies to reduce waste and increase productivity.
- Managed e-commerce home deliveries, ensuring on-time, accurate customer fulfillment.

- Developed transportation strategies, enhancing last-mile delivery efficiency.

Customer Service & Delivery Manager

Max Muscle – Cairo, Egypt | May 2019 – Jan 2020

- Led call center operations and complaint resolution across 35 stores and warehouse.
- Managed e-commerce home deliveries, ensuring on-time, accurate customer fulfillment.
- Collaborated cross-functionally with sales and logistics to align service delivery with business goals.
- Monitored customer feedback and service KPIs, implementing continuous improvements to boost satisfaction and performance.

Customer Service Manager

Home Centre, Landmark Group – Doha, Qatar | Jan 2016 – Mar 2019

- Oversaw customer service operations for 5 retail stores and a warehouse.
- Handled escalations, implemented service standards, and improved resolution times.
- Led complaint resolution team for on-site visits and defective product handling.
- Managed spare parts warehouse operations, inventory control.

Customer Service Supervisor

Home Centre, Landmark Group – Doha, Qatar | Jul 2013 – Dec 2015

- Supervised call center teams, monitored KPIs, and delivered performance feedback.
- Improved call handling processes and reduced abandonment rates.

Customer Service Representative

Orange Telecom – Cairo, Egypt | May 2012 – Jun 2013

- Responded to customer queries via phone and email, maintaining high service levels.

Education

Master's Degree in Supply Chain and Operations Management

Grade: Excellent with Honors

Arab Academy for Science, Technology & Maritime Transport (AASTMT), Cairo, Egypt | Jun 2021 – Jul 2023

Bachelor of Law

Grade: Good

Zagazig University, Egypt | Oct 2005 – Jun 2009

Languages

- Arabic: Native

- English: Very Good (Written and Spoken)