

# Mustafa Ismail Alameen AbdalMgeed

## Operations Executive

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🇸🇩 sudanese    ♂ male    🔗 [linkedin.com/in/mustafa-ismail-8b2b60162](https://www.linkedin.com/in/mustafa-ismail-8b2b60162)

### Profile

Results-driven Fleet Coordinator and Operations Executive with over 5 years of experience in fleet management, logistics coordination, and operational excellence. Skilled in scheduling, data analysis, driver performance monitoring, and ensuring compliance with safety and regulatory standards. Proven ability to streamline operations and optimize fleet performance in fast-paced environments

### Professional Experience

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| <b>SADA AL AMMAH FOR COMMUNICATION &amp; IT</b><br><i>Fleet Coordinator and Logistics Specialist</i><br>Core Competencies: <ul style="list-style-type: none"><li>•Coordinated and managed daily operations of the company's vehicle fleet, ensuring optimal routing, availability, and utilization.</li><li>•Planned and executed logistics operations, including vehicle dispatch, load scheduling, and delivery coordination.</li><li>•Scheduled vehicle assignments, monitored driver performance, and ensured adherence to safety and compliance standards.</li><li>•Tracked maintenance schedules, managed fuel consumption reports, and maintained accurate fleet documentation.</li><li>•Collaborated with suppliers and transport partners to ensure timely deliveries and reduced operational delays.</li><li>•Used GPS tracking and logistics software to improve delivery efficiency and reduce transportation costs.</li></ul> | 05/2024 – Present<br>Riyadh, Saudi Arabia |
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| <b>GO Digital Services</b><br><i>Operations Executive</i><br><i>Mobility &amp; Tech Services   Supply Chain &amp; Operations</i><br><b>Key Achievements &amp; Responsibilities:</b> <ul style="list-style-type: none"><li>• Recruited, trained, and onboarded captains to ensure steady supply growth in alignment with business targets.</li><li>• Configured and optimized city-level settings to improve customer experience and service efficiency.</li><li>• Owned and monitored key supply KPIs including new registrations, captain utilization, availability hours, and retention.</li><li>• Leveraged data analysis to identify supply shortages and executed targeted initiatives to boost supply efficiency.</li><li>• Managed captain support operations across all communication channels, ensuring high service quality and satisfaction.</li><li>• Designed and led loyalty and engagement programs to enhance captain retention and lifetime value.</li><li>• Supervised the launch of RH and BUS services with strategic planning for supply coverage and resource allocation.</li></ul> | 01/2020 – 05/2024<br>khartoum, Sudan |
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- Prepared and presented weekly, monthly, and quarterly supply performance plans and reports.
- Led a team of supply leads, executives, and super captains; ensured proper training, alignment, and performance tracking.
- Documented all supply initiatives and provided post-implementation analysis for process improvement.
- Developed internal processes and ensured alignment with GO's operational partners and suppliers.

#### **Sudani Dealers Union**

*Operations specialist ,Follow Up and Information Center*

Responsibilities

- Touch-up Point of Sales (POS).
- Analysis of Marketing Data
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.

2019 – 2020

khartoum, Sudan

#### **Sudani Dealers Union**

*salesman*

- Delivered direct sales and customer service support for telecom products.
- Maintained client relationships and resolved inquiries to ensure customer satisfaction.
- Assisted with point-of-sale transactions and inventory tracking.

2015 – 2018

khartoum, sudan

## **Education**

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#### **university science and technology**

*Higher Diploma in Business Management -Master's Entry Qualification*

- Completed a higher diploma program qualifying for entry into a Master's degree in Business or Management fields.
- Focused on core subjects such as strategic management, organizational behavior, marketing, and operations.
- Developed foundational research and analytical skills in preparation for postgraduate studies.

2019

Sudan

#### **University of Neelain**

*Bachelor's degree / business management*

2017

Khartoum, sudan

## **Courses**

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#### **Relationship Management and Business Development**

*Coursera*

<https://coursera.org/share/5c53cc923aa1c09c67df87f82ba43a64> ↗

#### **Operations Management: Quality and Supply Chain**

*Coursera*

<https://coursera.org/share/200f150db6efec3d11363d8d47c00a46> ↗

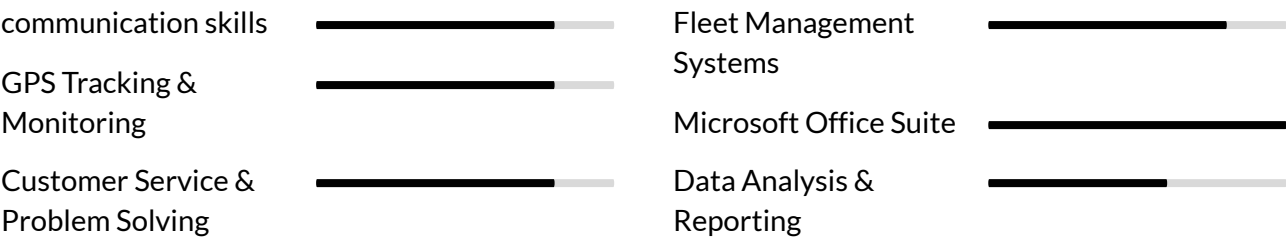
#### **Supply Chain Logistics**

*Coursera*

<https://coursera.org/share/cb658d87a132ce088e19fedcc0c3fbec> ↗

**Skills**

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**Languages**

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