

WALEED MOHAMMED ANWAR

📍 Dammam, Saudi Arabia 📞 +966 59 532 0902 ✉ Mwaleed765@gmail.com

SUMMARY

Highly enthusiastic and ambitious professional, with 9+ Yrs of experience in Express, Freight Forwarding & Logistics Industry. While born and brought up in Dammam, made great impact with existing clients, vendors and established successful network within KSA specially with SAL & Saudi Customs Authority at KFIA

Currently I am overseeing and managing all aspects of our Air Freight Import operations. Playing a critical role in driving operational efficiency, ensuring timely and cost-effective clearance & Transportation of goods, and nurturing strong relationships with customers, carriers, and agents. Have got deep understanding of Saudi shipping regulations, freight forwarding processes, and great team spirit .

WORK EXPERIENCE

Capricorn Logistics Pvt. Ltd

Jan 2025 - Current
Dammam, Eastern, Saudi Arabia

Operations Customer Service Executive:

Working as an Operations Customer Service Executive at Capricorn Logistics involves a variety of responsibilities related to managing logistics operations, particularly in the areas of freight forwarding, shipping, and import-export processes.

1. Freight Forwarding: Coordinating the shipment of goods from one place to another, working with various carriers, and managing the paperwork involved in moving goods internationally or domestically.
2. Shipping: Overseeing the entire shipping process, including booking cargo space, arranging for transportation, ensuring timely deliveries, and resolving any shipping-related issues.
3. Export-Import Management: Handling the logistics involved in exporting and importing goods, ensuring compliance with regulations, managing customs documentation, and coordinating with customs brokers.
4. Order Management: Managing orders from customers, ensuring that they are processed correctly, tracking the status of orders, and ensuring timely delivery of products.
5. Air Freight and Ocean Freight: Managing both air and ocean transportation logistics for clients, ensuring that goods are shipped efficiently, tracking shipments, and liaising with airlines or shipping lines to optimize the freight process.
6. Sales Support: Supporting sales teams by providing updates on shipment status, handling customer inquiries, and ensuring that client requirements are met, ultimately contributing to the retention and satisfaction of clients.

EXPERTISE

• Airport Cargo
Handling

• Logistics & E -
Commerce

Key Account
Management

• Customs
Clearance

• Express
Shipment

WORK EXPERIENCE

SAB Express (FedEx)

Jun 21' -11 Jan 25'
KFIA Dammam, KSA

Operations & Customs Duty Agent:

An experienced Operations & Customs Duty Agent responsible for managing the full inbound outbound logistics cycle of air and land import shipments from point of origin to final delivery. Accountable for customs duty classification, documentation validation, regulatory compliance, and client coordination, while ensuring timely and cost-effective delivery across all channels.

1. **Inbound Supply Chain Management:** Oversee the entire inbound pipeline for air cargo and land shipments, ensuring seamless delivery from origin to customer doorstep. Coordinate with overseas offices and final consignees to ensure timely and efficient shipment completion.
2. **Customs Clearance & Compliance:** Solely handle all import shipments, including document uploading, physical inspections, and X-ray processes. Finalize accurate customs duty percentages and align HS codes in accordance with Saudi Customs regulations. Validate commercial documents and guide clients in generating compliant paperwork.
3. **Client & Stakeholder Coordination:** Serve as the main liaison between clients, carriers, agents, suppliers, sales, and internal departments. Maintain effective communication with handling agents, overseas partners, and customs authorities.
4. **System & Documentation Management:** Utilize FASAH platform for customs procedures and ensure adherence to group KPIs. Maintain accurate and up-to-date costings and internal job records in the system. Review weekly cost and sales accruals for the forwarding department.
5. **Warehouse & Free zone Support:** Assist the in-house Free zone warehouse operations at Dammam Airport, ensuring coordination between freight handling and customs processes.
6. **Client Account Management:** Efficiently manage three major client group accounts, including imports and FTL & LTL bonded shipments. Monitor and resolve detention and demurrage charges proactively upon cargo arrival.
7. **Special Projects & Reporting:** Support and report directly to the Managing Director and Chairman for specialized, high-priority chartered cargo projects.
8. **Customer Service & Problem Resolution:** Take full ownership of client complaints and queries, ensuring timely and effective resolutions.
9. **Qualifications & Skills:** Proven experience in customs clearance and freight forwarding, particularly in air and land import operations. Strong knowledge of Saudi Customs procedures, FASAH, HS codes, and duty classifications. Excellent communication and coordination skills across multiple stakeholders. High attention to detail with ability to validate and process complex documentation. Proficiency in logistics software, customs portals, and Microsoft Office Suite. Ability to manage multiple client accounts under time-sensitive conditions.
10. **Skills & Competencies:** Strong attention to detail with a high sense of responsibility. Proficient in courier scanning systems and operational tools. Experience with handling sensitive and high-value shipments. Effective team player with excellent coordination and communication skills. Capable of working under pressure and managing unexpected delays or shipment issues.

WORK EXPERIENCE

Eirad Group (UPS Express)

Jul 17' - Oct 20'
Dammam, KSA

Operations Agent:

A highly organized and proactive Operations Agent with hands-on experience in dispatching, transportation, warehouse coordination, and customs-related support. Adept at managing daily logistics activities, resolving operational issues, training new staff, and ensuring client satisfaction through effective communication and reporting.

1. Dispatch & Transportation Services: Maintained and executed timely, high-quality dispatching and transportation services for corporate clients. Scheduled and coordinated trucking, container stuffing, lashing, and courier services based on shipment requirements.
2. Cargo Tracking & Inbound Support: Assisted in tracking and directing inbound cargo to the company's warehouse for processing and storage. Handled rejected cargoes, arranging appropriate re-export procedures in compliance with regulations.
3. Client Communication & Compliance: Advised clients on import/export restrictions, tariff systems, and customs-related matters to ensure compliance. Identified and resolved potential operational issues proactively, suggesting viable alternatives to customers.
4. Documentation & Reporting: Reviewed and updated client shipment reports on a daily basis for full visibility and transparency. Recovered aging invoices by following up directly with clients and ensuring timely settlements.
5. Team Management & Training: Successfully managed the express shipment department, ensuring efficiency and accuracy in deliveries.
6. Skills & Competencies: Strong understanding of logistics operations, transportation planning, and warehouse coordination. Working knowledge of customs regulations and import/export compliance. Proficient in shipment tracking systems and reporting tools. Excellent organizational, problem-solving, and communication skills. Team leadership and staff training experience. Customer service-oriented with a proactive approach to issue resolution.
7. Skills Demonstrated: Shipment reconciliation and tracking Courier operations and logistics coordination Scanner and security screening systems Documentation and reporting accuracy Problem-solving under pressure Strong teamwork and communication

**SMSA Express
(FedEx)**

Jan13' - Dec 16'
Dammam, KSA

Station Agent:

A detail-oriented Station Agent responsible for handling critical shipments and documentation, ensuring smooth inbound and outbound courier operations, and maintaining accurate records. Experienced in working with high-value cargo, scanner systems, shipment reconciliation, and operational troubleshooting to maintain consistent service quality.

1. **Shipment Handling:** Managed the secure pick-up and delivery of critical documents and shipments from designated banks and clients. Handled high-value and time-sensitive cargo with utmost care and precision.
2. **Inbound & Outbound Operations:** Scanned, X-rayed, and sorted all inbound and outbound shipments as per operational and security protocols. Monitored outbound shipments and ensured correct sorting by destination
3. **Courier Coordination:** Performed AM/PM courier reconciliations and ensured accurate handovers. Provided scanning process guidance and support to both station staff and route couriers. Maintained scanners with updates and troubleshooting throughout the day to avoid operational disruptions.
4. **Documentation & Reporting:** Completed and submitted all required logs and paperwork efficiently and on time. Generated and maintained individual courier and station-wide operational reports.
5. **Operational Support & Problem Solving:** Addressed and resolved delayed shipments, cancelled cargoes, and related issues. Ensured proper handling and accurate delivery of all shipments. Worked collaboratively with team members to maintain a smooth and efficient workflow both inside the facility and during route operations.
6. **Skills & Competencies:** Strong attention to detail with a high sense of responsibility. Proficient in courier scanning systems and operational tools. Experience with handling sensitive and high-value shipments. Effective team player with excellent coordination and communication skills. Capable of working under pressure and managing unexpected delays or shipment issues.

TECHNICAL EXPERTISE

• MS Office • Adobe Software's • FASAH • SASO / SFDA

PERSONAL INFORMATION

Nationality: Pakistani
Date of birth: 14th January 1995
Religion: Islam
Iqama: Transferable
Driving License: Valid
Marital Status : Married

EDUCATION

- Pakistan International School - Khobar

LANGUAGES
High school Diploma

- (H.S.C) 12th
- (S.S.C) 10th

English



Arabic



Hindi / Urdu



EXPERTISE

- Import & Export
- GCC Trucking (LTL & FTL)
- Customer Relations
- Saudi Customs Compliance