



MUHAMMED SIDDIQUE

Operation Supervisor

📞 +966-533229628, +966-567762864 @shamnasiddique20@gmail.com
🌐 www.linkedin.com/in/muhammed-siddique-129042173
📍 Khobar, Eastern Province

SKILLS

Analytical · Problem solver ·
Great communicator ·
Logistics Management ·
Retail Operations · Team Leadership ·
Customer Service ·
Inventory Management ·
Time Management ·
Organisational management ·
Ethical leadership ·
Customer correspondence ·
Data Entry · Microsoft Office ·
Fast learner

LANGUAGES

Arabic	Proficient	
English	Native	
Malayalam	Native	
Hindi	Proficient	
Tamil	Proficient	

PERSONAL DETAILS

Name: Muhammed Siddique

Date of Birth: 29/05/1996
Marital Status: Married
Nationality: Indian
Passport No: V6447256

IQAMA DETAILS

Iqama Number: 2125525242
Profession: Administrative Assistant
Iqama Status: Valid
Transferable : Yes

DRIVING LICENCE

Saudi Driving Licenses Details:

Driving License Number: 2125525242
Issue Date: 28/08/2014
Expiry Date: 17/03/2029

Indian Driving Licenses Details:

Driving License Number: 4/2203/2017
Issue Date: 25/04/2017
Expiry Date: 24/04/2037

RESUME PROFILE

Accomplished professional with extensive expertise in logistics management, retail operations, and organisational management. Demonstrates strong analytical skills and problem-solving abilities, coupled with exceptional communication and team leadership capabilities. Proven track record in customer service, inventory management, and facility management. Committed to ethical leadership and business ethics understanding, with a focus on continuous learning and teaching. Adept at time management and business administration, aiming to leverage these skills towards achieving strategic business goals.

EXPERIENCE

Business Development Executive 01/2017 - 06/2017

Golden Leadership

Dammam, Eastern Province

IT Solution & services

- Direct reporting to Asst Manager
- Daily/Weekly and Monthly project reports making
- Responsible for customer experience
- Responsible for smooth workflow along with other companies
- Streamlined communications internally and externally, improving overall workflow processes.
- Developed new business relationships by networking with industry professionals.
- Managed project timelines effectively ensuring completion within defined time frames.
- Participated in industry events, raising brand visibility and potential leads generation.
- Answered customers' questions regarding products, prices and availability.
- Predicted possible positive and negative effects of proposed business developments to guide strategy development.

Business Development Executive 01/2017 - 06/2017

Mohd Nasser Al Suroor Est

Dammam, Eastern Province

Trading and Contracting

- Developed new business relationships by networking with industry professionals.
- Devised strategic plans for revenue generation whilst aligning with company objectives.
- Managed project timelines effectively ensuring completion within defined time frames.
- Trained junior staff members on essential sales techniques, boosting overall team performance.
- Established strong partnerships with key stakeholders to drive business growth.
- Generated new leads through networking at industry conferences and events.

Team Member 10/2017 - 12/2023

Noon.Com

Riyadh, Central Province

Ecommerce Logistics Co

- Line Haul management
- Area wise DE management with backup plan
- Carried out day-to-day duties accurately and efficiently.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Successfully delivered on tasks within tight deadlines.
- Worked flexible hours, covering nights, weekends and holidays.
- Responsible for Fleet and vehicle maintains
- Responsible for cash process and reconciliation
- Responsible for SLA and customer experience

PERSONAL DETAILS

HOBBIES

- Basketball
- Billiards
- Badminton
- Foot Ball

EXPERIENCE

Team Leader

10/2017 - 12/2023

Noon.com

Riyadh,Central
Province

Ecommerce Logistics Co

- Responsible for Route planning
- Ensuring to start the operation on early
- Conduction a daily briefing to the Delivery agents
- Responsible to take care of a smooth operation
- Diagnosed operational issues promptly, implementing corrective actions swiftly.
- Conducted regular performance evaluations for team members, identifying areas for improvement whilst encouraging growth and development.
- Scheduled staff rosters effectively, guaranteeing smooth running of daily operations.
- Led team meetings to enhance communication and productivity.
- Introduced new procedures in order processing, enhancing accuracy and speed.
- Optimised logistical operations through effective use of technology.
- Trained new team members on company policies and logistic procedures, improving overall performance.
- Streamlined warehouse operations to improve space utilisation and productivity.
- Collaborated with suppliers for timely procurement of necessary Drivers and Vehicles.
- Delivered shipments on time and under budget through strict implementation and cost controls.Submitted performance feedback to managers, keeping teams on track.
- Delivered on revenue targets and service KPIs.

Operation Supervisor

10/2017 - 12/2023

Noon.com

Riyadh,Central
Province

Ecommerce Logistics Co

- Responsible for a complete operation
- Provided training to staff regarding correct handling of operation
- Stock and storage management
- Responsible for Complaint resolution (Customers service, logistics escalation)
- Manpower planning
- Very much proficient in handling computer software and applications including Microsoft Office
- Strong training, mentoring, coaching and supervisory experience
- Excellent communication Skills
- Flexible and exceptional ability to work with other people as a team
- Established leadership skills
- Exceptional organizational skills
- Able to make basic arithmetic calculations using calculator or manually
- Detailed knowledge of techniques, principles, and objectives of supervision
- Identify resources, manage daily workload and in conjunction with the operation manager make staffing adjustment when workload necessitates
- Assist with leading workers and lead person, assist with maintaining a positive morale, work standards and developing Teams
- Under the direction of the manager, plan, monitor and evaluate employee job performance, and assist manager in conducting performance appraisals

Customs Clearance Supervisor

01/2024 - 12/2024

Alam Alkon Transportation Co.

Riyadh,Central
Province

Import and Export Co

- Supervised 50 personal responsible for purchasing, shipping, receiving, stocking, and issuing more than 400k of cargo to customer ships
- Maintained 100% customer satisfaction
- Translated business needs and priorities into actionable logistics strategies
- Monitored work assignment for 70 employees
- Communicated with shipping lines, dispatchers, warehouse, and customers regarding incoming and outgoing shipments
- Helped customers in knowledge incoterms, harmonize Tariff schedule, customs regulations, and other relevant government requirements/regulations
- Received all imported goods after processing the customs clearance and delivered at customer's door
- Which of your achievements match the job you're applying to?

EXPERIENCE

Logistics and Retail Supervisor

01/2024 - 01/2025

[Innovative Optics](#)

Khobar, Eastern
Province

Ecommerce & Logistics

- Streamlined inventory processes, resulting in a 15% reduction in stock discrepancies
- Coordinated with suppliers and vendors to ensure timely delivery and optimal stock levels
- Implemented a tracking system to monitor the flow of goods, improving efficiency by 20%
- Managed daily store operations, ensuring a clean and organized environment
- Developed and executed sales strategies, leading to a 25% increase in monthly sales
- Resolved customer issues promptly, enhancing customer satisfaction ratings by 30%
- Implemented feedback mechanisms to continuously improve service quality
- Conducted regular team meetings to communicate goals, provide feedback, and encourage professional development
- Recognized and rewarded high-performing employees, fostering a motivated and engaged team

Company Secretary

01/2025 - Present

[Tawteen Industrial](#)

Khobar, Eastern
Province

Consultation

- Scheduled appointments for executive management team.
- Prepared financial statements with high attention to detail; minimised accounting errors.
- Maintained confidential records, safeguarding sensitive corporate information.
- Implemented strategic planning, leading to the achievement of organisational goals.
- Managed legal documentation for a streamlined workflow.
- Coordinated internal audits, maintaining high corporate standards.
- Carried out comprehensive research for informed decision-making at board level.
- Collaborated closely with finance team to maintain fiscal responsibility and integrity.
- Increased transparency with effective communication of board decisions.

HIGH SCHOOL

Higher Studies

03/2003 - 03/2016

[Al Alia International Indian School](#)

BCom in Computer Science

03/2016 - 03/2019

[Albedo School of Business Management](#)