

MOHSIN ISHAQ

AREA RETAIL FLOATER | CUSTOMER SUPPORT SPECIALIST

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📍 Al Khobar, KSA



PROFESSIONAL SUMMARY

Results-driven **Logistics and Retail Operations Professional** with over 13 years of experience in supervisory and management roles within logistics, transportation, and retail. Skilled in logistics planning, customs clearance processes, team leadership, operational support, and customer service excellence. Proven ability to enhance efficiency, improve delivery timeliness, boost customer satisfaction, and drive sales growth through strategic planning and process optimization. Seeking a challenging role to leverage expertise in driving business growth and operational excellence.

KEY ACHIEVEMENTS

- **Enhanced Customer Satisfaction** – Increased customer satisfaction score by **15%** within 6 months through service process improvements.
- **Improved Delivery Timeliness** – Led a team to achieve **95% on-time delivery rate** over one year.
- **Boosted Sales Growth** – Achieved **25% year-on-year sales growth** through innovative marketing and customer engagement strategies.
- **Minimized Inventory Shrinkage** – Reduced inventory shrinkage by **30%** through effective inventory control systems.

PROFESSIONAL EXPERIENCE

AREA RETAIL FLOATER

SMSA EXPRESS – Al Khobar, KSA | Jul 2022 – Present

RESPONSIBILITIES:

- Provide operational support across multiple retail branches to ensure smooth daily operations.
- Manage manpower allocation and shift scheduling to optimize productivity.
- Oversee customer service delivery, ensuring prompt resolution of issues.
- Conduct damage inspections and prepare incident reports.
- Maintain visual merchandising standards and store presentation.
- Support inventory management, including stockroom organization and replenishment.
- Coordinate with supervisors and management on operational updates.
- Assist in process improvement initiatives to enhance operational efficiency.

RETAIL EXECUTIVE

SMSA EXPRESS – Al Khobar, KSA | May 2017 – Jul 2022

RESPONSIBILITIES:

- Led retail store operations, ensuring excellent customer service and sales performance.
- Developed and implemented strategies to increase customer loyalty and retention.
- Monitored sales trends and implemented promotional activities to boost revenue.
- Managed inventory control to minimize shrinkage and stock discrepancies.
- Coordinated with logistics teams for timely deliveries and order fulfillment.
- Trained, motivated, and supervised retail staff for optimal performance.
- Ensured compliance with company policies and operational guidelines.

STATION AGENT

SMSA EXPRESS – Al Khobar, KSA | *Apr 2015 – May 2017*

RESPONSIBILITIES:

- Monitored the arrival and departure of outbound shipments.
- Provided support to on-route couriers for delivery efficiency.
- Scanned inbound and outbound shipments for tracking accuracy.
- Oversaw sorting and segregation of inbound shipments according to destination.
- Maintained PST records for all stations to ensure operational compliance.
- Coordinated with delivery teams to resolve logistical challenges.
- Ensured shipment documentation accuracy to meet compliance standards.
- Assisted in optimizing delivery routes for efficiency.

RETAIL SALES EXECUTIVE

FEDEX EXPRESS (Licensed by SMSA Express) – Al Khobar, KSA | *Apr 2012 – Apr 2015*

RESPONSIBILITIES:

- Achieved sales targets by promoting courier and logistics services.
- Built and maintained strong relationships with corporate clients.
- Developed sales strategies to penetrate new markets.
- Managed store operations and ensured high customer service standards.
- Monitored sales performance and prepared monthly sales reports.
- Organized promotional campaigns to boost service awareness.
- Collaborated with internal teams to ensure smooth operations.

CUSTOMER SUPPORT SPECIALIST

CORNER TRADING EST – Al Khobar, KSA | *Jan 2012 – Apr 2012*

RESPONSIBILITIES:

- Handled customer inquiries and provided accurate product/service information.
- Resolved customer complaints within defined service timelines.
- Documented customer interactions and escalated unresolved cases.
- Assisted customers with order placements and service requests.
- Coordinated with operations for timely product delivery.
- Monitored customer satisfaction through feedback collection.
- Provided after-sales support to maintain long-term customer relations.

SALES EXECUTIVE

MACE CONTRACTING EST – Al Khobar, KSA | *Aug 2011 – Dec 2011*

RESPONSIBILITIES:

- Prospected and generated new sales leads within the construction sector.
- Presented company products and services to potential clients.
- Negotiated contracts and closed sales deals.
- Built long-term relationships with key customers.
- Maintained accurate sales records and reports.
- Coordinated with the operations team for service delivery.
- Identified opportunities for business growth through market research.
- Participated in industry events to promote company offerings.

EDUCATION

- **Bachelors of Commerce (Incomplete)** – Punjab College of Commerce, Pakistan (2009 – 2011)
- **Intermediate of Commerce** – Pakistan International School, Al Khobar (2007 – 2009)
- **Matriculation** – Pakistan International School, Al Khobar (2005 – 2007)

CERTIFICATIONS

- Certificate of Achievement Coaching & Mentoring Training – *SMSA Express*
- Certificate of Achievement SMSA Ground Operations & Services – *SMSA Express*
- Certificate of Achievement ISO 27001 Information Security Awareness – *SMSA Express*
- Certificate of Achievement IATA Dangerous Goods Regulations Category – *SMSA Express*
- Certificate of Achievement Ground Operations Applied Learning & Soft Skills – FedEx
- Certificate of Achievement Dangerous Goods Awareness– FedEx
- Certificate of Achievement Customer Service Excellence – *SMSA Express*
- Certificate of Achievement Customer Services Excellence – *SMSA Express*
- Certificate of Achievement Process Training – *SMSA Express*
- Certificate of Achievement International Specialist Training – *SMSA Express*
- Certificate of Recognition Contribution & Dedication To The Company – *SMSA Express*

LANGUAGES

- **Arabic** – Proficient
- **English** – Fluent
- **Urdu** – Native
- **Punjabi** – Native

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the information mentioned in this document.