

MUZAFFAR HUSSAIN

Logistics Specialist

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Nationality: Indian | Iqama Status: Valid & Transferable



PROFILE

Logistics Operations Coordinator with 5+ years managing inventory, transportation, and vendor operations across manufacturing, e-commerce, and equipment logistics in India and Saudi Arabia. Reduced material delays by roughly 15% and maintained 95%+ SLA compliance in current role coordinating procurement, fleet operations, and compliance reporting for a multi-site KSA logistics provider. Looking to bring the same operational discipline to a Logistics Coordinator / Specialist role.

WORK EXPERIENCE

Logistics Coordinator / *Rooq Transportation and Equipment Services*

Feb 2025 – Present | Riyadh, KSA

- Coordinate end-to-end procurement of transportation and heavy equipment across multiple project sites, managing purchase orders against project timelines.
- Built and maintained supplier relationships, reducing material delays by roughly 15% through proactive follow-up on availability, lead times, and order status.
- Maintained 95%+ SLA compliance across fleet and delivery operations while tracking vendor performance on cost, delivery, and service levels.
- Partnered with warehouse and operations teams to align procurement activity with inbound/outbound material flow, reducing stock discrepancies.
- Prepared compliance and performance reporting — stock levels, delivery timelines, vendor performance — for management review.

Supply Chain Coordinator (Procurement & Sourcing) / *Dupont*

Jun 2024 – Feb 2025 | Hyderabad, India

- Managed procurement and sourcing activity as part of end-to-end supply chain coordination, working directly with suppliers to secure materials against forecasted demand.
- Monitored supplier performance and delivery schedules, proactively resolving issues to avoid stockouts and delays.
- Analyzed supply chain and spend data to surface cost-saving opportunities and process improvements.
- Produced KPI reporting on inventory turnover, order fulfillment, and supplier delivery performance for leadership.
- Reduced product lead times through more effective coordination and negotiation with suppliers and vendors.

Logistics Assistant (Purchase Order & Vendor Support) / *Amazon Development Centre*

Oct 2021 – Jun 2024 | Hyderabad, India

- Supported order processing and purchase order tracking as part of daily logistics operations, coordinating with vendors and carriers on delivery timelines.
- Worked with warehouse teams to ensure accurate, on-time picking, packing, and dispatch against purchase and customer orders.
- Monitored inbound and outbound shipments, resolving delivery exceptions and maintaining SLA compliance.
- Maintained inventory and procurement records, supporting cycle counts and stock accuracy.
- Collaborated with carriers and third-party logistics providers to optimize transportation cost and performance.

Customer Service Representative / *Karvy Digi Connect*

Feb 2019 – Sep 2021 | Hyderabad, India

- Maintained a consistent first-contact resolution rate of around 85% by handling customer queries and following documentation SOPs.
- Ensured consistent, compliant service delivery by maintaining accurate service records and following standard operating procedures.
- Supported overall service performance by coordinating with internal teams to track open issues through to resolution.

EDUCATION

Bachelor of Commerce (Computers) — Andhra University, India

2017 – 2020

CERTIFICATIONS

CIPM — Chartered Institute of Procurement & Supply (*In Progress*)

SKILLS

Procurement & Purchase Order Management • Vendor & Supplier Management • Supplier Negotiation • Supply Chain Coordination • Demand Forecasting • Spend & KPI Reporting • Inventory & Stock Management • Transportation Management • MS Excel (VLOOKUP, PivotTables) • Process Improvement

SOFTWARE & LANGUAGES

Software: SAP • Oracle NetSuite • Amazon SCOT • ServiceNow • Tally ERP • Microsoft Office Suite • Procurement & Inventory Tools

Languages: English (Fluent) • Urdu (Fluent) • Hindi (Fluent) • Arabic (Basic)